**BASIC UNITS**

Duties Tasks

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| A  **Demonstrate communication skills** | A1  Meet communication needs of clients and colleagues | A2  Contribute the development of communication strategies | A3  Establish and maintain communication pathways | A4  Promote use of communication strategies | A5  Conduct interview |
| A6  Represent the organization |  |  |  |  |
| B  **Demonstrate numeracy skills** | B1  Calculate with whole numbers and familiar fractions, decimals and percentages for work  B6  Collect data and construct routine tables and graphs for work | B2  Estimate, measure, and calculate with routine metric measurements for work  B7  Use basic functions of calculator | B3  Use routine maps and plans for work | B4  Interpret, draw and construct 2D and 3D shapes for work | B5  Interpret routine tables, graphs and charts for work |
| C  **Demonstrate digital literacy** | C1  Identify appropriate computer software and hardware  C6  Prepare presentation packages | C2  Apply security measures to data, hardware, software in automated environment | C3  Apply computer software in solving tasks | C4  Apply internet and email in communication at workplace | C5  Apply desktop publishing in official assignments |
| D  **Demonstrate entrepreneurial skills** | D1  Develop business Innovative strategies  D6  Undertake county/ regional business expansion | D2  Develop new products/ markets | D3  Expand customers and product lines | D4  Motivate staff/workers | D5  Expand employed capital base |
| E  **Demonstrate employability skills** | E1  Conduct self -management | E2  Demonstrate interpersonal  communication | E3  Demonstrate critical safe work habits | E4  Lead small teams | E5  Plan and organize work |
| E6  Maintain professional growth and development | E7  Demonstrate workplace learning | E8  Demonstrate problem solving skills | E9  Manage ethical performance | E10  Demonstrate workplace ethics |
| F  **Demonstrate environmental literacy** | F1  Control environmental hazard | F2  Control environmental Pollution | F3  Demonstrate sustainable resource use | F4  Evaluate current practices in relation to resource usage | F5  Identify Environmental legislations/conventions for environmental concerns |
| F6  Implement specific environmental programs | F7  Monitor activities on Environmental protection/Programs |  |  |  |
| G  **Demonstrate occupational safety and health practices** | G1  Identify workplace hazards and risk | G2  Identify and implement appropriate control measures | G3  Implement OSH programs, procedures and policies/ guidelines |  |  |

**CORE UNITS**

Duties Tasks

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| A  **Oversee import cargo processing** | A1  Prepare pre-clearance documentation | A2  Collect clearance documents | A3  Carry out online declaration | A4  Carry out clearance process |
| A5  Deliver client cargo | A6  Invoice/Maintain import records |  |  |
| B  **Oversee export cargo processing** | B1  Receive shipment notification and instructions | B2  Package/Weigh freight cargo | B3  Process shipping documents | B4  Book and deliver shipment |
| B5  Invoice/Maintain export records |  |  |  |
| **C**  **Perform Warehousing operations** | C1  Design/layout a warehouse | C2  Prepare layout of warehoused goods | C3  Maintain records of stored goods | C4  Maintain quality of stored goods |
| C5  Secure stored goods |  |  |  |
| **D**  **Oversee dispatch/distribution of goods** | D1  Develop organization communication policy/guideline | D2  Establish goods distributions channels | D3  Prepare delivery documents | D4  Track movement of goods |
| D5  Oversee delivery of goods | D6  Maintain dispatch/distribution records | D7  Comply with rules and regulations |  |
| **E**  **Provide customer services** | E1  Nurture and build supportive customer relationships | E2  Prepare client quotations | E3  Handle client queries | E4  Organize shipment collection / dispatch |
| E5  Prepare client update | E6  Maintain shipment records |  |  |
| **F**  **Plan and manage organization security procedures** | F1  Assess security risks | F2  Specify security requirements | F3  Implement security plan | F4  Monitor and review system performance |
| F5  Maintain security records |  |  |  |
| **G**  **Oversee road transport fleet** | G1  Execute fleet replacement policies | G2  Provide workshop services | G3  Maintain organization Fleet | G4  Maintain Fleet records |

**GENERAL KNOWLEDGE AND SKILLS**

|  |  |  |
| --- | --- | --- |
| **Knowledge** | **Skills** | **Worker behavior** |
| * Transportation * Quality standards for services * Customer and personal service * Evaluation of customer satisfaction * Geography * Public safety and security * Sales and marketing * Telecommunication * Mathematics * Incoterms * Rules and regulations * Online declaration | * Analytical skills * Problem-solving skills * Organizing skills * Numeracy skills * Negotiation * Social perceptiveness * Time management * Coordination * Critical thinking * Communication * Numeracy * Decision making | * Attention to detail * Focused * Integrity * Honest * Assertive * Team player * Creative * Innovative * Time conscious * Self-motivated * Work ethics * Accountable * Leadership * Time Consciousness * Self-motivated * Professionalism * Accurate * Safety Oriented |
| **Tools, Equipment, Supplies and Materials** | **Future Trends and Concerns** |  |
| * Communication devices * Transporters * Containers * Fork lift * Cranes * Hand jerks * Security surveillance * Resources * Fire extinguisher * Ware house * Personal protective equipment * Paddles * stationeries | * Rapid change in technology * Digital evolution |  |