

**REPUBLIC OF KENYA**

**COMPETENCY BASED CURRICULUM**

**FOR**

**FREIGHT CLERK**

**LEVEL 5**



TVET CDACC

P.O. BOX 15745-00100

NAIROBI

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# FOREWORD

The provision of quality education and training is fundamental to the Government’s overall strategy for social economic development. Quality education and training will contribute to achievement of Kenya’s development blueprint and sustainable development goals.

Reforms in the education sector are necessary for the achievement of Kenya Vision 2030 and meeting the provisions of the Constitution of Kenya 2010. The education sector had to be aligned to the Constitution and this resulted to the formulation of the Policy Framework for Reforming Education and Training. A key feature of this policy is the radical change in the design and delivery of the TVET training. This policy document requires that training in TVET be competency based, curriculum development be industry led, certification be based on demonstration of competence and mode of delivery allows for multiple entry and exit in TVET programmes.

These reforms demand that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that this curriculum has been developed.

It is my conviction that this curriculum will play a great role towards development of competent human resource for the logistics sector.

**PRINCIPAL SECRETARY, VOCATIONAL AND TECHNICAL TRAINING**

**MINISTRY OF EDUCATION**

# PREFACE

Kenya Vision 2030 aims to transform the country into a newly industrializing, “middle-income country providing a high-quality life to all its citizens by the year 2030”. Kenya intends to create a globally competitive and adaptive human resource base to meet the requirements of a rapidly industrializing economy through life-long education and training. TVET has a responsibility of facilitating the process of inculcating knowledge, skills and attitudes necessary for catapulting the nation to a globally competitive country, hence the paradigm shift to embrace Competency Based Education and Training (CBET).

The Technical and Vocational Education and Training Act No. 29 of 2013 on Reforming Education and Training in Kenya, emphasized the need to reform curriculum development, assessment and certification. This called for a shift to CBET in order to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labour force.

TVET Curriculum Development, Assessment and Certification Council (TVET CDACC) in conjunction with Logistics Sector Skills Advisory Committee (SSAC) have developed this curriculum.

This curriculum is designed and organized with an outline of learning outcomes; suggested delivery methods, training/learning resources and methods of assessing the trainee’s achievement. The curriculum is competency-based and allows multiple entry and exit to the course.

I am grateful to the Council members, Council Secretariat, Logistics SSAC, expert workers and all those who participated in the development of this curriculum.

**Prof. CHARLES M. M. ONDIEKI, PhD, FIET (K), Con. EngTech.**

**CHAIRMAN, TVET CDACC**

# ACKNOWLEDGEMENT

This curriculum has been designed for competency-based training and has independent units of learning that allow the trainee flexibility in entry and exit. In developing the curriculum, significant involvement and support was received from various organizations.

I recognize with appreciation the role of Logistics Sector Skills Advisory Committee (SSAC) members for their contribution to the development of this curriculum.

I also thank all stakeholders in the Logistics sector for their valuable input and all those who participated in the process of developing this curriculum.

I am convinced that this curriculum will go a long way in ensuring that workers in building and construction acquire competencies that will enable them to perform their work more efficiently.

**Dr. LAWRENCE GUANTAI M’ITONGA, PhD**

**COUNCIL SECRETARY/CEO**

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# ACRONYMS

CBET Competency Based Education and Training

CDACC Curriculum Development Assessment and Certification Council

CU Curriculum

OSHA Occupation Safety and Health Act

PPE Personal Protective Equipment

SSAC Sector Skills Advisory Committee

LOG Logistics

FRM Freight Management

BC Basic Competency

CC Common Competency

CR Core Competency

# KEY TO UNIT CODE

LOG /CU/FRM/BC/01/5/A

Industry or sector

Occupational Standards

Occupational area

Type of competency

Competency number

Competency level

Version control

# COURSE OVERVIEW

1. **Brief description of the course:**

The present curriculum presents a coherent and significant set of competences to acquire in order to perform the occupation of a **Freight Clerk** level 5. The competency-based approach, used to design the curriculum, is industry driven and has considered the training needs, the work situation, as well as the goals and the means to implement training units of competencies.

The units of competencies, within the present curriculum, include a statement, description and a set of expected outcomes and results at the end of the training of each unit. It also clearly mentioned the training contents, the methods of training delivery, the methods of assessment, a list of main materials/tools/equipment needed and a list of recommended resources for each of the units.

The description of elements, methods of delivery and assessment and the lists of materials/tools and equipment will have a direct influence on the choice of the theoretical and/or practical learning activities and their respective timing. The competences are the targets of training: the acquisition of each is required for certification.

The present curriculum consists of 15 units of competencies divided in two main lots:

* **Basic Units of Learning:** (also known as employability skills or key skills) skills which are not specific to work in a specific occupation or industry, but are important for work, education and life generally, as per the list in the following table:

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit of Learning Code** | **Unit of Learning Title** | **Duration in Hours** | **Credit Factor** |
| LOG/CU/FRM/BC/01/5/A | Communication Skills | 25 | 2.5 |
| LOG/CU/FRM/BC/02/5/A | Numeracy Skills | 40 | 4 |
| LOG/CU/FRM/BC/03/5/A | Digital Literacy | 45 | 4.5 |
| LOG/CU/FRM/BC/04/5/A | Entrepreneurial Skills | 70 | 7 |
| LOG/CU/FRM/BC/05/5/A | Employability Skills | 50 | 5 |
| LOG/CU/FRM/BC/06/5/A | Environmental literacy | 25 | 2.5 |
| LOG/CU/FRM/BC/07/5/A | Occupational Safety and Health Practices | 25 | 2.5 |
| **TOTAL NUMBER OF HOURS** | | **280** | **280** |

**Core Units of Learning:** describe the skills, knowledge and attitudes within a competency standard that an industry sector has agreed are essential to be achieved if a person is to be accepted as competent at a particular level. Core competency units are normally those central to work in a particular industry as per the list in the following table:

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit of Learning Code** | **Unit of Learning Title** | **Duration in Hours** | **Credit Factor** |
| LOG/CU/FRM/CR/01/5/A | Import cargo processing | 250 | 25 |
| LOG/CU/FRM/CR/02/5/A | Export cargo processing | 250 | 25 |
| LOG/CU/FRM/CR/03/5/A | Warehousing operations | 180 | 18 |
| LOG/CU/FRM/CR/04/5/A | Equipment maintenance schedule planning and implementation | 100 | 10 |
| LOG/CU/FRM/CR/05/5/A | Distribution of goods | 160 | 16 |
| LOG/CU/FRM/CR/06/5/A | Logistics operations | 140 | 14 |
| LOG/CU/FRM/CR/07/5/A | International freight transfer management | 100 | 10 |
| LOG/CU/FRM/CR/08/5/A | Customer services | 120 | 12 |
| LOG/CU/FRM/CR/09/5/A | Compliance with legislations | 100 | 10 |
| **Total** | | **1400** | **140** |
| **Industrial Attachment** | | **360** | **36** |
| **Grand Total** | | **2040** | **204** |

1. **Entry Requirements**

An individual entering this course should have any of the following minimum requirements:

1. Kenya Certificate of Secondary Education (KCSE) mean grade D Plain.

**Or**

1. Equivalent qualifications as determined by Kenya National Qualifications Authority (KNQA)
2. **Provision for Industrial attachment**

It is envisaged that the trainee will undergo an industrial attachment training and assessment with a recognised logistics service provider as a prerequisite for completion of this training course.

1. **Attachment/Internship:**

Attachment (Internship) is an opportunity for a learner to integrate career related experience by participating in planned, supervised work. This curriculum anticipates at least 360 hours of attachment as integral part of the training. In addition, the training comprises practical learning activities (estimated to be >60% of the time) which are meant to reinforce trainees’ smooth access to employment or self-employment.

1. **Assessment**

Assessment is the process of gathering and judging evidence in order to decide whether a person has attained a standard of performance. The course will be assessed at two levels:

* Internal assessment is continuous and is conducted by the trainer who is monitored by an internal accredited verifier
* External assessment is the responsibility of TVET CDACC

1. **Certification**

On successful completion of a unit of learning, a trainee will be issued with a Certificate of competence and on successful completion of all units of competency, a trainee will be awarded a National Certified Freight Clerk qualification. These certificates will be issued by TVET CDACC in conjunction with training provider

# BASIC UNITS OF LEARNING

# COMMUNICATION SKILLS

**UNIT CODE:** LOG/CU/FRM/BC/01/5/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Demonstrate Communication Skills

**Duration of Unit:** 25hours

**Unit Description**

This unit covers the competencies required to demonstrate communication skills. It involves meeting communication needs of clients and colleagues, contributing to the development of communication strategies, conducting workplace interviews, facilitating group discussions and representing the organisation.

**Summary of Learning Outcomes**

1. Meet communication needs of clients and colleagues
2. Contribute to the development of communication strategies
3. Conduct interviews
4. Facilitate group discussions
5. Represent the organization

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Meet communication needs of clients and colleagues | * Communication process * Modes of communication * Medium of communication * Effective communication * Barriers to communication * Flow of communication * Sources of information * Organizational policies * Organization requirements for written and electronic communication methods * Report writing * Effective questioning techniques (clarifying and probing) * Workplace etiquette * Ethical work practices in handling communication * Active listening * Feedback * Interpretation * Flexibility in communication | * Interview * Third party reports * Written texts |
| 1. Contribute to the development of communication strategies | * Dynamics of groups * Styles of group leadership * Openness and flexibility in communication * Communication skills relevant to client groups | * Written * Observation |
| 1. Conduct interviews | * Types of interview * Establishing rapport * Facilitating resolution of issues * Developing action plans | * Written * Observation |
| 1. Facilitate group discussions | * Identification of communication needs * Dynamics of groups * Styles of group leadership * Presentation of information * Encouraging group members participation * Evaluating group communication strategies | * Written * Observation |
| 1. Represent the organization | * Presentation techniques * Development of a presentation * Multi-media utilization in presentation * Communication skills relevant to client groups | * Observation * Written |

**Suggested Methods of Instruction**

* Role playing
* Viewing of related videos

**Recommended Resources**

* Desktop computers/laptops
* Internet connection
* Projectors
* Telephone

# NUMERACY SKILLS

**UNIT CODE:** LOG/CU/FRM/BC/02/5/A

**Relationship to Occupational Standards:**

This unit addresses the Unit of Competency: Demonstrate Numeracy Skills

**Duration of Unit:** 40 hours

**Unit Description**

This unit covers the competencies required to demonstrate numeracy skills. It involves calculating with whole numbers and familiar fractions, decimals, and percentages for work estimating, measuring, and calculating with routine metric measurements for work, using routine maps and plans for work, interpreting, drawing and constructing 2D and 3D shapes for work, interpreting routine tables, graphs and charts for work, collecting data and constructing routine tables and graphs for work and using basic functions of calculator

**Summary of Learning Outcomes**

1. Calculate with whole numbers and familiar fractions, decimals and percentages for work
2. Estimate, measure and calculate with routine metric measurements for work
3. Use routine maps and plans for work
4. Interpret, draw and construct 2D and 3D shapes for work
5. Interpret routine tables, graphs and charts for work
6. Collect data and construct routine tables and graphs for work
7. Use basic functions of calculator

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Calculate with whole numbers and familiar fractions, decimals and percentages for work | * Interpretation of whole numbers, fractions, decimals, percentages and rates * Calculations involving several steps * Calculation with whole numbers and routine or familiar fractions, decimals and percentages * Conversion between equivalent forms of fractions, decimals and percentages * Application of order of operations to solve multi-step calculations * Application of problem solving strategies * Making estimations to check reasonableness of problem solving process, outcome and its appropriateness to the context and task * Use of formal and informal mathematical language and symbolism to communicate the result of a task | * Written * Practical test * Observation |
| 1. Estimate, measure and calculate with routine metric measurements for work | * Selection and interpretation of measurement information in workplace tasks and texts * Identification and selection of routine measuring equipment * Estimation and making measurements using correct units * Estimation and calculation using routine measurements * Performing conversions between routinely used metric units * Using problem solving processes to undertake tasks * Recording information using mathematical language and symbols | * Written * Practical test * Observation |
| 1. Use routine maps and plans for work | * Identification of features in routine maps and plans * Symbols and keys used in routine maps and plans * Identification and interpretation of orientation of map to North * Demonstrate understanding of direction and location * Apply simple scale to estimate length of objects, or distance to location or object * Give and receive directions using both formal and informal language | * Written * Practical test * Observation |
| 1. Interpret, draw and construct 2D and 3D shapes for work | * Identify two dimensional shapes and routine three-dimensional shapes in everyday objects and in different orientations * Explain the use and application of shapes * Use formal and informal mathematical language and symbols to describe and compare the features of two-dimensional shapes and routine three-dimensional shapes * Identify common angles * Estimate common angles in everyday objects * Use formal and informal mathematical language to describe and compare common angles * Use common geometric instruments to draw two dimensional shapes * Construct routine three-dimensional objects from given nets | * Written * Practical test * Observation |
| 1. Interpret routine tables, graphs and charts for work | * Identify routine tables, graphs and charts in predominately familiar texts and contexts * Identify common types of graphs and their different uses * Identify features of tables, graphs and charts * Locate specific information * Perform calculations to interpret information * Explain how statistics can inform and persuade * Identify misleading statistical information * Discuss information relevant to the workplace | * Oral * Written * Practical test * Observation |
| 1. Collect data and construct routine tables and graphs for work | * Identify features of common tables and graphs * Identify uses of different tables and graphs * Determine data and variables to be collected * Determine audience * Select a method to collect data * Collect data * Collate information in a table * Determine suitable scale and axes * Draft and draw graph to present information * Check that data meets the expected results and context * Report or discuss information using formal and informal mathematical language | * Written * Practical test * Observation |
| 1. Use basic functions of calculator | * Identify and use keys for basic functions on a calculator * Calculate using whole numbers, money and routine decimals and percentages * Calculate with routine fractions and percentages * Apply order of operations to solve multi-step calculations * Interpret display and record result * Make estimations to check reasonableness of problem solving process, outcome and its appropriateness to the context and task * Use formal and informal mathematical language and appropriate symbolism and conventions to communicate the result of the task | * Written * Practical test * Observation |

**Suggested Methods of Instruction**

* Demonstrations
* Role playing
* Viewing of related videos
* Discussion
* Assignments

**Recommended resources**

* Calculators
* Basic measuring instruments

# DIGITAL LITERACY

**UNIT CODE:** LOG/CU/FRM/BC/03/5/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Demonstrate Digital Literacy

**Duration of Unit:** 45 hours

**Unit Description**

This unit covers the competencies required to demonstrate digital literacy. It involves identifying appropriate computer software and hardware, applying security measures to data, hardware, software in automated environment, applying computer software in solving tasks, applying internet and email in communication at workplace, applying desktop publishing in official assignment and preparing presentation packages.

**Summary of Learning Outcomes**

1. Identify computer software and hardware
2. Apply security measures to data, hardware, software in automated environment
3. Apply computer software in solving tasks
4. Apply internet and email in communication at workplace
5. Apply desktop publishing in official assignments
6. Prepare presentation packages

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Identify computer hardware and software | * Concepts of ICT * Functions of ICT * History of computers * Components of a computer * Classification of computers | * Written tests * Oral presentation * Observation |
| 1. Apply security measures to data, hardware and software | * Data security and control * Security threats and control measures * Types of computer crimes * Detection and protection against computer crimes * Laws governing protection of ICT | * Written tests * Oral presentation * Observation * Project |
| 1. Apply computer software in solving tasks | * Operating system * Word processing * Spread sheets * Data base design and manipulation * Data manipulation, storage and retrieval | * Oral questioning * Observation * Project |
| 1. Apply internet and email in communication at workplace | * Computer networks * Network configurations * Uses of internet * Electronic mail (e-mail) concept | * Oral questioning * Observation * Oral presentation * Written report |
| 1. Apply desktop publishing in official assignments | * Concept of desktop publishing * Opening publication window * Identifying different tools and tool bars * Determining page layout * Opening, saving and closing files * Drawing various shapes using DTP * Using colour pellets to enhance a document * Inserting text frames * Importing and exporting text * Object linking and embedding * Designing of various publications * Printing of various publications | * Oral questioning * Observation * Oral presentation * Written report * Project |
| 1. Prepare presentation packages | * Types of presentation packages * Procedure of creating slides * Formatting slides * Presentation of slides * Procedure for editing objects | * Oral questioning * Observation * Oral presentation * Written report * Project |

**Suggested Methods of Instruction**

* Demonstration
* Viewing of related videos
* Discussions
* Assignments
* Direct instructions

**Recommended Resources**

* Computers
* Other digital devices
* Printers
* Storage devices
* Internet access
* Computer software

# ENTREPRENEURIAL SKILLS

**UNIT CODE:** LOG/CU/FRM/BC/04/5/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Demonstrate Entrepreneurship

**Duration of unit:** 70 hours

**Unit Description**

This unit covers the competencies required to demonstrate understanding of entrepreneurship. It involves demonstrating understanding of an entrepreneur, entrepreneurship and self-employment. It also involves identifying entrepreneurship opportunities, creating entrepreneurial awareness, applying entrepreneurial motivation and developing business innovative strategies.

**Summary of Learning Outcomes**

* 1. Demonstrate understanding of an entrepreneur
  2. Demonstrate knowledge of entrepreneurship and self-employment
  3. Identify entrepreneurship opportunities
  4. Create entrepreneurial awareness
  5. Apply entrepreneurial motivation
  6. Develop innovative business strategies
  7. Develop Business plan

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Demonstrate knowledge of entrepreneurship and self-employment | * Importance of self-employment * Requirements for entry into self-employment * Role of an Entrepreneur in business * Contributions of Entrepreneurs to National development * Entrepreneurship culture in Kenya * Born or made entrepreneurs | * Individual/group assignments * Projects * Written tests * Oral questions * Third party report * Interviews |
| 1. Identify entrepreneurship opportunities | * Business ideas and opportunities * Sources of business ideas * Business life cycle * Legal aspects of business * Assessment of product demand * Business environment * Factors to consider when evaluating business environment * Technology in business | * Individual/group assignments * Projects * Written tests * Oral questions * Third party report * Interviews |
| 1. Create entrepreneurial awareness | * Forms of businesses * Sources of business finance * Factors in selecting source of business finance * Governing policies on Small Scale Enterprises (SSEs) * Problems of starting and operating SSEs | * Individual/group assignments * Projects * Written tests * Oral questions * Third party report * Interviews |
| 1. Apply entrepreneurial motivation | * Internal and external motivation * Motivational theories * Self-assessment * Entrepreneurial orientation * Effective communications in entrepreneurship * Principles of communication * Entrepreneurial motivation | * Case studies * Individual/group assignments * Projects * Written tests * Oral questions * Third party report * Interviews |
| 1. Develop business innovative strategies | * Innovation in business * Small business Strategic Plan * Creativity in business development * Linkages with other entrepreneurs * ICT in business growth and development | * Case studies * Individual/group assignments * Projects * Written tests * Oral questions * Third party report * Interviews |
| 1. Develop Business Plan | * Business description * Marketing plan * Organizational/Management * plan * Production/operation plan * Financial plan * Executive summary * Presentation of Business Plan | * Case studies * Individual/group assignments * Projects * Written tests * Oral questions * Third party report * Interviews |

**Suggested Methods of instruction**

* Direct instruction
* Project
* Case studies
* Field trips
* Discussions
* Demonstration
* Question and answer
* Problem solving
* Experiential
* Team training

**Recommended Resources**

* Case studies
* Business plan templates
* Computers
* Overhead projectors
* Internet
* Mobile phone
* Video clips
* Films
* Newspapers and Handouts
* Business Journals
* Writing materials

# EMPLOYABILITY SKILLS

**UNIT CODE:** LOG/CU/FRM/BC/05/5/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Demonstrate Employability Skills

**Duration of Unit:** 50 hours

**Unit Description**

This unit covers competencies required to demonstrate employability skills. It involves conducting self-management, demonstrating interpersonal communication, critical safe work habits, leading a workplace team, planning and organizing work, maintaining professional growth and development, demonstrating workplace learning, problem solving skills and managing workplace ethics.

**Summary of Learning Outcomes**

* 1. Conduct self-management
  2. Demonstrate interpersonal communication
  3. Demonstrate critical safe work habits
  4. Lead small teams
  5. Plan and organize work
  6. Maintain professional growth and development
  7. Demonstrate workplace learning
  8. Demonstrate problem solving skills
  9. Demonstrate workplace ethics

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Conduct self-management | * Self-awareness * Formulating personal vision, mission and goals * Strategies for overcoming life challenges * Emotional intelligence * Assertiveness versus aggressiveness * Expressing personal thoughts, feelings and beliefs * Developing and maintaining high self-esteem * Developing and maintaining positive self-image * Articulating ideas and aspirations * Accountability and responsibility * Good work habits * Self-awareness * Self-development * Financial literacy * Healthy lifestyle practices | * Written tests * Oral questioning * Interviewing * Portfolio of evidence * Third party report |
| 1. Demonstrate interpersonal communication | * Meaning of interpersonal communication * Listening skills * Types of audience * Writing skills * Reading skills * Meaning of empathy * Understanding customers’ needs * Establishing communication networks * Sharing information | * Written tests * Oral questioning * Interviewing * Portfolio of evidence * Third party report |
| 1. Demonstrate critical safe work habits | * Stress and stress management * Punctuality and time consciousness * Leisure * Integratingpersonal objectives into organizational objectives * Resources utilization * Setting work priorities * HIV and AIDS * Drug and substance abuse * Handling emerging issues | * Written tests * Oral questioning * Interviewing * Portfolio of evidence * Third party report |
| 1. Lead a small team | * Leadership qualities * Team building * Determination of team roles and objectives * Team performance indicators * Responsibilities in a team * Forms of communication * Complementing team activities * Gender and gender mainstreaming * Human rights * Maintaining relationships * Conflicts and conflict resolution | * Written tests * Oral questioning * Interviewing * Portfolio of evidence * Third party report |
| 1. Plan and organize work | * Functions of management * Planning * Organizing * Time management * Decision making process * Task allocation * Evaluating work activities * Resource utilization * Problem solving * Collecting and organising information | * Written tests * Oral questioning * Interviewing * Portfolio of evidence * Third party report |
| 1. Maintain professional growth and development | * Opportunities for professional growth * Assessing training needs * Licenses and certifications for professional growth and development * Pursuing personal and organizational goals * Identifying work priorities * Recognizing career advancement | * Written tests * Oral questioning * Interviewing * Portfolio of evidence * Third party report |
| 1. Demonstrate workplace learning | * Managing own learning * Contributing to the learning community at the workplace * Cultural aspects of work * Variety of learning context * Application of learning * Safe use of technology * Identifying opportunities * Generating new ideas * Workplace innovation * Performance improvement * Handling emerging issues * Future trends and concerns in learning | * Written tests * Oral questioning * Interviewing * Portfolio of evidence * Third party report |
| 1. Demonstrate problem solving skills | * Problem identification * Problem solving * Application of problem-solving strategies * Resolving customer concerns | * Written tests * Oral questioning * Interviewing * Portfolio of evidence * Third party report |
| 1. Demonstrate workplace ethics | * Meaning of ethics * Ethical perspectives * Principles of ethics * Values and beliefs * Ethical standards * Organization code of ethics * Common ethical dilemmas * Organization culture * Corruption, bribery and conflict of interest * Privacy and data protection * Diversity, harassment and mutual respect * Financial responsibility/accountability * Etiquette * Personal and professional integrity * Commitment to jurisdictional laws * Emerging issues in ethics | * Written tests * Oral questioning * Interviewing * Portfolio of evidence * Third party report |

**Suggested Methods of Instruction**

* Demonstrations
* Simulation/Role play
* Discussion
* Presentations
* Case studies
* Q&A

**Recommended Resources**

* Computers
* Stationery
* Charts
* Video clips
* Audio tapes
* Radio sets
* TV sets
* LCD projectors

# ENVIRONMENTAL LITERACY

**UNIT CODE:** LOG/CU/FRM/BC/06/5/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Demonstrate Environmental Literacy

**Duration of Unit:** 25 hours

**Unit Description**

This unit describes the competencies required to demonstrate understanding of environmental literacy. It involves controlling environmental hazard, controlling control environmental pollution, complying with workplace sustainable resource use, evaluating current practices in relation to resource usage, identifying environmental legislations/conventions for environmental concerns, implementing specific environmental programs and monitoring activities on environmental protection/programs.

**Summary of Learning Outcomes**

1. Control environmental hazards
2. Control environmental Pollution
3. Demonstrate sustainable use of resource
4. Evaluate current practices in relation to resource usage
5. Identify Environmental legislations/conventions for environmental concerns
6. Implement specific environmental programs
7. Monitor activities on Environmental protection/Programs

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Control environmental hazards | * Purposes and content of Environmental Management and Coordination Act 1999 * Purposes and content of Solid Waste Act * Storage methods for environmentally hazardous materials * Disposal methods of hazardous wastes * Types and uses of PPE in line with environmental regulations * Occupational Safety and Health Standards (OSHS) | * Written test * Oral questions * Observation |
| 1. Control environmental Pollution control | * Types of pollution * Environmental pollution control measures * Types of solid wastes * Procedures for solid waste management * Different types of noise pollution * Methods for minimizing noise pollution | * Written test * Oral questions * Observation |
| 1. Demonstrate sustainable resource use | * Types of resources * Techniques in measuring current usage of resources * Calculating current usage of resources * Methods for minimizing wastage * Waste management procedures * Principles of 3Rs (Reduce, Reuse, Recycle) * Methods for economizing or reducing resource consumption | * Written test * Oral questions * Observation |
| 1. Evaluate current practices in relation to resource usage | * Collection of information on environmental and resource efficiency systems and procedures, * Measurement and recording of current resource usage * Analysis and recording of current purchasing strategies. * Analysis of current work processes to access information and data * Identification of areas for improvement | * Written test * Oral questions * Observation |
| 1. Identify Environmental legislations/conventions for environmental concerns | * Environmental issues/concerns * Environmental legislations /conventions and local ordinances * Industrial standard /environmental practices * International Environmental Protocols (Montreal, Kyoto) * Features of an environmental strategy | * Written questions * Oral questions * Observation |
| 1. Implement specific environmental programs | * Community needs and expectations * Resource availability * 5 s of good housekeeping * Identification of programs/Activities * Setting of individual roles /responsibilities * Resolving problems /constraints encountered * Consultation with stakeholders | * Written questions * Oral questions * Observation |
| 1. Monitor activities on Environmental protection/Programs | * Periodic monitoring and Evaluation of activities * Gathering feedback from stakeholders * Analysing data gathered * Documentation of recommendations and submission * Setting of management support systems to sustain and enhance the program * Monitoring and reporting of environmental incidents to concerned /proper authorities | * Oral questions * Written tests * Practical test * Observation |

**Suggested Methods of Instruction**

* Instructor led facilitation of theory
* Demonstration by trainer
* Viewing of related videos
* Project
* Assignements
* Role play

**Recommended Resources**

* Standard operating and/or other workplace procedures manuals
* Specific job procedures manuals
* Environmental Management and Coordination Act 1999
* Machine/equipment manufacturer’s specifications and instructions
* Personal Protective Equipment (PPE)
* ISO standards
* Ccompany environmental management systems (EMS)
* Montreal Protocol
* Kyoto Protocol

# OCCUPATIONAL SAFETY AND HEALTH PRACTICES

**UNIT CODE:** LOG/CU/FRM/BC/06/5/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Demonstrate occupational safety and health practices

**Duration of Unit:** 25 hours

**Unit Description**

This unit specifies the competencies required to identify workplace hazards and risk, identify and implement appropriate control measures and implement OSH programs, procedures and policies/ guidelines.

**Summary of Learning Outcomes**

1. Identify workplace hazards and risk
2. Control OSH hazards
3. Implement OSH programs

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Identify workplace hazards and risks | * Identification of hazards in the workplace and/or the indicators of their presence * Evaluation and/or work environment measurements of OSH hazards/risk existing in the workplace is conducted by * Authorized personnel or agency * Gathering of OHS issues and/or concerns raised | * Oral questions * Written tests * Portfolio of evidence * Third party report |
| 1. Control OSH hazards | * Prevention and control measures, including use of PPE (personal protective equipment) for specific hazards are identified and implemented * Appropriate risk controls based on result of OSH hazard evaluation is recommended * Contingency measures, including emergency procedures during workplace incidents and emergencies are recognized and established in accordance with organization procedures | * Oral questions * Written tests * Portfolio of evidence * Third party report |
| 1. Implement OSH programs | * Providing information to work team about company OHS program, procedures and policies/guidelines * Participating in implementation of OSH procedures and policies/ guidelines * Training of team members and advice on OSH standards and procedures * Implementation of procedures for maintaining OSH-related records | * Oral questions * Written tests * Portfolio of evidence * Third party report |

**Suggested Methods of Instruction**

* Assigments
* Discussion
* Q&A
* Role play
* Viewing of related videos

**Recommended Resources**

* Standard operating and/or other workplace procedures manuals
* Specific job procedures manuals
* Machine/equipment manufacturer’s specifications and instructions
* Personal Protective Equipment (PPE) e.g.
* Mask
* Face mask/shield
* Safety boots
* Safety harness
* Arm/Hand guard, gloves
* Eye protection (goggles, shield)
* Hearing protection (ear muffs, ear plugs)
* Hair Net/cap/bonnet
* Hard hat
* Face protection (mask, shield)
* Apron/Gown/coverall/jump suit
* Anti-static suits
* High-visibility reflective vest

# CORE UNITS OF LEARNING

# IMPORT CARGO PROCESSING

**UNIT CODE:** LOG/CU/FRM/CR/01/5/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: oversee import cargo processing

**Duration of Unit:** 250 hours

**Unit Description**

This unit decribes competencies required to oversee import cargo processing. It involves preparing pre-clearance documentation, collecting clearance documents, carrying out online declaration, clearing client shipment and delivering client shipment

**Summary of Learning Outcomes**

1. Prepare pre-clearance documentation
2. Collect clearance documents
3. Carry out online declaration
4. Clear client shipment
5. Deliver client shipment

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Prepare pre-clearance documentation | * Import cargo * Definition of terms * Public health and security * Incoterms * Types of incoterms and significance * Public health and security * Factors to be considered in cargo safety * Modes of transport * Importance of preparation of pre-clearance documentation * Steps involved in shipment collection * Reasons for forwarding of pre-alerts documents * Procedures for pre-clearance process * Cargo booking procedures | * Written tests * Oral * Practical/Projects |
| 1. Collect clearance documents | * Clearance documents * Procedures for collection of clearance documents | * Written tests * Oral * Practical/Projects |
| 1. Carry out online declaration | * Importance of online declaration * Legal requirements   + Statutory bodies * Customs payments | * Written tests * Oral * Practical/Projects |
| 1. Clear client shipment | * Preparation of clearance documents   + Factors to consider when preparing clearance documents * Verification of shipment   + Definition of terms   + Reasons for shipment -verification   + Duration of verification * Factors affecting shipment release * Shipment handling and storage charges * Importance of shipment handling * Effects of shipment handling and storage charges | * Written tests * Oral * Practical/Projects |
| 1. Deliver client shipment | * Preparation of Notification of Delivery (NoD)   + Procedures to be followed in preparation of NoD   + Reasons for preparing NoD * Shipment delivery   + Factors affecting shipment delivery   + Delivery documents   + Shipment delivery procedures | * Written tests * Oral * Practical/Projects |

**Suggested Delivery Methods**

* Demonstration by trainer
* Practical work by trainee
* Demonstration videos
* Projects
* Group discussions

**Recommended Resources**

**Tools and equipment**

* Computers
* Transport vehicles
* Communication equipment

**Materials and supplies**

* Stationery
* Packing materials
* Logistics software
* Reference material

**Personal protective equipment (PPEs)**

* Helmet
* Dust coat
* Safety boots
* Goggles
* Dust mask
* Reflective jacket
* Gloves

# EXPORT CARGO PROCESSING

**UNIT CODE:** LOG/CU/FRM/CR/02/5/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: oversee export cargo processing

**Duration of Unit:** 250 hours

**Unit Description**

This unit describes the competencies required to oversee export cargo processing. It involves receiving shipment and instructions, weighing freight cargo, computing freight costs, processing shipping documents and booking and delivering shipment.

**Summary of Learning Outcomes**

1. Receive shipment and instructions
2. Weigh freight cargo
3. Compute freight costs
4. Process shipping documents
5. Book and deliver shipment

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Receive shipment and instructions | * Definition of terms   + Shipment notification * Factors affecting the exportation of goods   + Costs   + Time * Instructions involved in shipment notification * Airline/vessel allocation procedure | * Written tests * Oral * Practical/Projects |
| 1. Weigh freight cargo | * Weighing methods   + Procedures to be followed in weighing freight cargo   + Importance of weighing freight cargo * Calculations involved in weighing freight cargo * Gross mass calculation | * Written tests * Oral * Practical/Projects |
| 1. Process shipping documents | * Shipping documents   + Definition of terms   + Types of shipping documents   + Preparation of shipping documents * Reasons for verification of shipping documents * Steps involved in verification of shipping documents * Importance of cargo manifests * Procedure for preparation of cargo manifests * Reasons for recording and maintaining shipping documents * Record keeping | * Written tests * Oral * Practical/Projects |
| 1. Book and deliver shipment | * Importance of booking cargo shipment * Cargo booking procedure * Cargo clearance procedure * Cargo delivery procedures | * Written tests * Oral * Practical/Projects |

**Suggested Delivery Methods**

* Demonstration by trainer
* Practical work by trainee
* Demonstration videos
* Projects
* Group discussions

**Recommended Resources**

**Tools and equipment**

* Computers
* Transport vehicles
* Communication equipment

**Materials and supplies**

* Stationery
* Packing materials
* Logistics software
* Reference material

**Personal protective equipment (PPEs)**

* Helmet
* Dust coat
* Safety boots
* Goggles
* Dust mask
* Reflective jacket
* Gloves

# WAREHOUSING OPERATIONS

**UNIT CODE:** LOG/CU/FRM/CR/03/5/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: perform warehousing operations

**Duration of Unit:** 180 hours

**Unit Description**

This unit describes competencies required to performing warehousing operations. It involves designing/laying out a warehouse, maintaining layout of stored goods in the store, maintaining records of stored goods, maintaining quality of stored goods, securing stored goods and managing warehouse plant and equipment.

**Summary of Learning Outcomes**

1. Maintain layout of warehoused goods
2. Maintain records of stored goods
3. Maintain quality of stored goods
4. Secure stored goods
5. Manage warehouse plant and equipment

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Maintain layout of warehoused goods | * Classification of goods   + Value   + Perishability   + Activity based classification   + Flammability   + Strength * Factors to consider when classifying goods * Importance of maintaining cleanliness in a warehouse * Materials and handling equipment used in handling goods in a warehouse * Factors affecting storage capacity of a warehouse | * Written tests * Oral * Practical/Projects |
| 1. Maintain records of stored goods | * Steps involved in recording warehoused goods * Inventory control * Registers   + Definition of registers   + Types of registers   + Importance of registers   + Preparation of registers * Delivery documents   + Importance of delivery documents   + Types of delivery documents   + Preparation of delivery documents   + Record keeping * Stock taking   + Importance of stock taking   + Stock utilization   + Stock verification   + Stock control | * Written tests * Oral * Practical/Projects |
| 1. Maintain quality of stored goods | * Stacking methods * Types of storage pests * Pest control methods * Storage methods of goods in a warehouse * Factors affecting storage of goods   + Storage requirements   + Size   + Weight * FIFO and LIFO principles * Securing warehoused goods   + Factors to consider when securing warehoused goods * Legal requirements in warehousing of goods   + OSH Act   + Factories Act   + Employment Act   + EMCA 1999   + Public Health Cap 242 | * Written tests * Oral * Practical/Projects |
| 1. Secure stored goods | * Definition of terms   + High value goods   + Types of high value goods   + Characteristics of high value goods * Factors to consider when selecting high value goods * Storage of high value goods * Securing of warehouses * Types of security surveillance systems   + CCTVs   + Alarms   + Clock in cards   + Security guards * Advantages of security surveillance systems * Factors to consider in preventing theft of stored goods * Mitigation measures   + Insurance   + Bond | * Written tests * Oral * Practical/Projects |
| 1. Manage warehouse plant and equipment | * Warehouse plant and equipment   + Types of warehouse plant and equipment   + Factors affecting choice of warehouse plant and equipment * Reasons for maintenance of warehouse plant and equipment * Preparation of warehouse plant and equipment maintenance schedule * Preparation of periodic maintenance reports | * Written tests * Oral * Practical/Projects |
| 1. Load and offload warehouse goods | * Classification of cargo * Verification of documents * Loading/offloading equipment * Loading/offloading methods | * Written tests * Oral * Practical/Projects |

**Suggested Delivery Methods**

* Demonstration by trainer
* Practical work by trainee
* Demonstration videos
* Projects
* Group discussions

**Recommended Resources**

|  |
| --- |
| Computers, stationery, classroom and classroom resources,the constituion of kenya 2010, public procurement and asset disposal act 2015 and its regulations, public officers ethics act, anti corruption and economic crimes act 2003, public finance management act 2012, suppliers manual , sample procurement documents (Goods received note , delivery notes, stock control cards, stocks ledgers, requisition memos, LSOs, LPOs, counter receipt, counter issue voucher, inspection report form,professional opinion, prequalification lists , contracts), sample emergency security protocols, sample advertisements sample case studies on procurement and warehousing |

**Personal protective equipment (PPEs)**

* Helmet
* Dust coat
* Safety boots
* Goggles
* Dust mask
* Reflective jacket
* Gloves

# EQUIPMENT MAINTENANCE SCHEDULE PLANNING AND IMPLEMENTATION

**UNIT CODE:** LOG/CU/FRM/CR/04/5/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: plan and implement equipment maintenance schedules

**Duration of Unit:** 100 hours

**Unit Description**

This unit describes competencies required to plan and implement equipment maintenance schedules. It involves establishing maintenance requirements, organizing maintenance activities, organizing maintenance resources, carrying out maintenance procedures and managing maintenance records

**Summary of Learning Outcomes**

1. Establish maintenance requirements
2. Organise maintenance activities
3. Supervise maintenance activities
4. Manage maintenance records

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Establish maintenance requirements | * Report collection procedures * Review of equipment condition reports * Establishment of maintenance requirements | * Written tests * Oral * Practical/Projects |
| 1. Organise maintenance activities | * Maintenance activities   + Types of maintenance activities   + Types of maintenance tools * Importance of maintenance schedules * Preparation of maintenance schedule | * Written tests * Oral * Practical/Projects |
| 1. Supervise maintenance activities | * Types of maintenance activities * Types of maintenance tools and equipment * Preparation of maintenance reports | * Written tests * Oral * Practical/Projects |
| 1. Manage maintenance records | * Collection of maintenance data * Data sharing procedures * Storage of maintenance records | * Written tests * Oral * Practical/Projects |

**Suggested Delivery Methods**

* Demonstration by trainer
* Practical work by trainee
* Demonstration videos
* Projects
* Group discussions

**Recommended Resources**

**Tools and equipment**

* Computers
* Maintenance tools and equipment
* Warehouse equipment

**Materials and supplies**

* Equipment testing software
* Warehouse supplies
* Equipment manuals

**Personal protective equipment (PPEs)**

* Helmet
* Dust coat
* Safety boots
* Goggles
* Dust mask
* Reflective jacket
* Gloves

# DISTRIBUTION OF GOODS

**UNIT CODE:** LOG/CU/FRM/CR/05/5/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: oversee distribution of goods

**Duration of Unit:** 160 hours

**Unit Description**

This unit describes competencies required to oversee distribution of goods. It involves developing organization communication policy/guidelines, establishing goods distribution channels, preparing delivery documents, organizing goods distribution logistics, tracking movement of goods, oversee delivery of goods to customers, managing distribution staff, maintaining dispatch records and complying with regulations.

**Summary of Learning Outcomes**

1. Prepare delivery documents
2. Organise goods distribution logistics
3. Track movement of goods
4. Deliver customer goods
5. Supervise distribution staff
6. Maintain dispatch records
7. Comply with laws, regulations and/or standards

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Prepare delivery documents | * Types of delivery documents * Preparation of delivery documents | * Written tests * Oral * Practical/Projects |
| 1. Organise goods distribution | * Categorisation of goods * Safety requirements of goods * Identification of modes of transport   + Road   + Air   + Water   + Pipeline   + Rail * Advantages and disadvantages of modes of transport * Fleet routing   + Trucks   + Pick-ups   + Cargo planes   + Tractors   + Motorbikes * Procedures for authorization of transport fleet | * Written tests * Oral * Practical/Projects |
| 1. Track movement of goods | * Vehicle tracking systems   + Advantages and disadvantages of vehicle tracking systems   + Types of vehicle tracking systems * Monitoring of transport fleet tracking systems * Maintenance of transport fleet tracking systems | * Written tests * Oral * Practical/Projects |
| 1. Deliver customer goods | * Supervision of distribution staff * Customer satisfaction * Guidelines affecting delivery of goods to customers | * Written tests * Oral * Practical/Projects |
| 1. Supervise distribution staff | * Identification of distribution activities * Preparation of work programs * Allocation of staff duties * Development of work duty charts   + Functions of work duty charts * Monitoring distribution staff performance | * Written tests * Oral * Practical/Projects |
| 1. Maintain dispatch records | * Importance of record keeping * Development of dispatch records * Analysis of dispatch records * Maintenance of dispatch records | * Written tests * Oral * Practical/Projects |
| 1. Comply with laws, regulations and/or standards | * Laws, regulations and standards   + Identification   + Dissemination * Monitoring compliance with laws and regulations | * Written tests * Oral * Practical/Projects |

**Suggested Delivery Methods**

* Demonstration by trainer
* Practical work by trainee
* Demonstration videos
* Projects
* Group discussions

**Recommended Resources**

|  |
| --- |
| Computers, stationery, classroom and classroom resources, communication equipment, transport vehicles, the Constitution of Kenya 2010, Public Procurement and Asset Disposal Act 2015 and its regulations, Anti-Corruption and Economic Crimes Act 2003, Public Finance Management Act 2012, suppliers manual , sample procurement documents (Goods received note , delivery notes, stock control cards, stocks ledgers, requisition memos, LSOs, LPOs, counter receipt, counter issue voucher, inspection report form, professional opinion, prequalification lists , contracts), sample emergency security protocols, sample case studies on distribution, sample transport tracking systems, qualified staff |

**Personal protective equipment (PPEs)**

* Helmet
* Dust coat
* Safety boots
* Goggles
* Dust mask
* Reflective jacket
* Gloves

# LOGISTICS OPERATIONS

**UNIT CODE:** LOG/CU/FRM/CR/06/5/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Supervise logistics operations

**Duration of Unit:** 140 hours

**Unit Description**

This unit describes competencies required to supervise logistics operations. It involves assisting in development of logistics strategy, managing contractor and sub-contractor activities, assisting in development of integrated logistics support activities, managing logistics risks, performing life cycle cost analysis and developing change management plans.

**Summary of Learning Outcomes**

1. Plan operational procedures
2. Monitor operational procedures
3. Manage logistics risks
4. Coordinate contractor and sub-contractor activities

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Plan operational procedures | * Definition of terms   + Nature of cargo * Types of shipping documents * Factors to consider when developing operational procedures * Importance of developing operational procedures * Factors affecting development process of operating procedures | * Written tests * Oral * Practical/Projects |
| 1. Monitor operational procedures | * Importance of monitoring operational procedures * Assessment of effectiveness of operating procedures * Record management | * Written tests * Oral * Practical/Projects |
| 1. Manage logistics risks | * Definition of risks * Types of risks   + Supply risk   + Demand risk   + Natural uncertainties   + Cultural and geopolitical risk factors * Implementation and monitoring of logistics risk management plan * Preparation of risk management progress reports | * Written tests * Oral * Practical/Projects |
| 1. Manage contractor and subcontractor activities | * Duties and tasks of contractors and sub-contractors * Identification of key performance indicators   + Liquidity   + Schedule variance   + Work in process reporting * Monitoring contractors and sub-contractors | * Written tests * Oral * Practical/Projects |

**Suggested Delivery Methods**

* Demonstration by trainer
* Practical work by trainee
* Demonstration videos
* Projects
* Group discussions

**Recommended Resources**

|  |
| --- |
| Computers, stationery, classroom and classroom resources, communication equipment, transport vehicles, the constitution of Kenya 2010, public procurement and asset disposal act 2015 and its regulations, public officer’s ethics act, anti-corruption and economic crimes act 2003, public finance management act 2012, supplier’s manual, organisational policy |

# INTERNATIONAL FREIGHT TRANSFER MANAGEMENT

**UNIT CODE:** LOG/CU/FRM/CR/07/5/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Manage international freight transfer

**Duration of Unit:** 100 hours

**Unit Description**

This unit describes competencies required to manage international freight transfer. It involves establishing international distribution networks, analysing freight transfer requirements, planning international freight transfer systems and processes and monitoring and coordinating international freight transfer systems and processes.

**Summary of Learning Outcomes**

1. Analyse freight transfer requirements
2. Plan international freight transfer systems and processes
3. Monitor and coordinate international freight transfer systems and processes

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Analyse freight transfer requirements | * International codes and regulations   + ILO (International Labour Organisation)   + IMO (International Maritime Organisation) * Types of freight   + Express   + Normal * Documentation of freight transfer arrangements | * Written tests * Oral * Practical/Projects |
| 1. Plan international freight transfer systems and processes | * Types of freight transfer systems * Factors to consider in selection of freight transfer systems * Processes involved in freight transfer * Staff assignment and training * Quality standards and procedures for international freight transfer processes | * Written tests * Oral * Practical/Projects |
| 1. Monitor and coordinate international freight transfer systems and processes | * Freight forwarding operations   + Definition of terms   + Steps involved in freight forwarding   + Export haulage   + Item’s checkpoint   + Export customs clearance   + Import customs clearance   + Destination arrival and handling   + Import haulage   + Monitoring of freight forwarding operations * Implications of non-compliance * Monitoring customer satisfaction * International freight transfer operations documents   + Invoice   + House airway bill   + Master airway bill * Maintenance of freight transfer records and reports | * Written tests * Oral * Practical/Projects |

**Suggested Delivery Methods**

* Demonstration by trainer
* Practical work by trainee
* Demonstration videos
* Projects
* Group discussions

**Recommended Resources**

**Tools and equipment**

* Computers
* Communication equipment
* Tracking systems

**Materials and supplies**

* Computer software
* Maps
* Atlas
* Internet
* Stationery

# CUSTOMER SERVICES

**UNIT CODE:** LOG/CU/FRM/CR/08/5/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Provide Customer Services

**Duration of Unit:** 120 hours

**Unit Description**

This unit describes competencies required to provide customer services. It involves nurturing and building supportive customer relationships, preparing client update plan, organising shipment collection and dispatch, preparing client quotations, handling client queries and maintaining shipment records

**Summary of Learning Outcomes**

1. Nurture and build supportive customer relationships
2. Prepare client update plan
3. Organise shipment collection and dispatch
4. Prepare client quotations
5. Handle client queries
6. Maintain shipment records

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Nurture and build supportive customer relationships | * Principles of good customer service * Factors to consider in improving customer relationships   + Incentives * Factors undermining customer relationships * Importance of maintaining clients | * Written tests * Oral * Practical/Projects |
| 1. Prepare client update plan | * Collection of consignment status data | * Written tests * Oral * Practical/Projects |
| 1. Organise shipment collection and dispatch | * Shipment collection procedure * Pre-alerts documents   + Airway bill   + Commercial invoice   + Packing list   + Proforma invoice   + Purchase order * Shipment booking and dispatch procedure | * Written tests * Oral * Practical/Projects |
| 1. Prepare client quotations | * Cargo description details   + Weight   + Dimensions   + Value   + Item description   + Pick up address   + Code * Agency charges in freight transfer * Preparation of quotations | * Written tests * Oral * Practical/Projects |
| 1. Handle client queries | * Client relations * Analysis of client queries * Communication methods for query solutions | * Written tests * Oral * Practical/Projects |
| 1. Maintain shipment records | * Types of files   + Import files   + Export files   + General files * Record keeping and maintenance * Characteristics of good filing systems | * Written tests * Oral * Practical/Projects |

**Suggested Delivery Methods**

* Demonstration by trainer
* Practical work by trainee
* Demonstration videos
* Projects
* Group discussions

**Recommended Resources**

**Tools and equipment**

* Computers
* Communication equipment
* Office equipment

**Materials and supplies**

* Computer software
* Stationery
* Internet
* Office materials and supplies

# COMPLIANCE WITH LEGISLATIONS

**UNIT CODE:** LOG/CU/FRM/CR/09/5/A

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Enforce compliance with legislations

**Duration of Unit:** 100 hours

**Unit Description**

This unit describes competencies required to enforce compliance with legislations. It involves guiding on enabling and related legislation, initiating development of compliance strategies, providing strategic advice on compliance matters, customizing relevant legislations and aligning operations to comply with the legal requirements.

**Summary of Learning Outcomes**

1. Guide on enabling and related legislation
2. Provide strategic advice on compliance matters
3. Customize relevant legislations

**Learning Outcomes, Content and Suggested Assessment Methods**

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Suggested Assessment Methods** |
| 1. Guide on enabling and related legislation | * Legislations   + IMO (International Maritime Organisation)   + ILO (International Labour Organisation)   + OSH Act (Occupational Safety and Health)   + Local legislations * Importance of compliance to legislations * Interpretation of legislations | * Written tests * Oral * Practical/Projects |
| 1. Provide advice on compliance matters | * Establishment of compliance status * Complex matters   + Conflicting legislations   + Unclear or ambiguous guidelines   + Use of legal precedents   + Regional or national issues   + Issues not previously encountered * Effects of complex matters in legislations | * Written tests * Oral * Practical/Projects |
| 1. Customize relevant legislations | * Importance of organization policies * Factors to consider when formulating organizational policies | * Written tests * Oral * Practical/Projects |

**Suggested Delivery Methods**

* Demonstration by trainer
* Practical work by trainee
* Demonstration videos
* Projects
* Group discussions

**Recommended Resources**

* Office stationeries
* Computers and computer software
* Printers
* Projectors