****

**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**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, Vision 2030 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 of Kenya 2010 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 shall be competency based, curriculum development shall be industry led, certification shall be based on demonstration of competence and mode of delivery shall allow 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 these Occupational Standards were developed for the purpose of developing a competency-based curriculum for Freight clerk. These Occupational Standards will also be the bases for assessment of an individual for competence certification.

It is my conviction that these Occupational Standards will play a great role towards development of competent human resource for the Logistics sector’s growth and sustainable development.

**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 in TVET. This called for 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.

The TVET Curriculum Development, Assessment and Certification Council (TVET CDACC), in conjunction with Logistics Sector Skills Advisory Committee (SSAC), have developed these Occupational Standards for a Freight Clerk. These standards will be the bases for development of competency-based curriculum for Freight clerk level 5.

The occupational standards are designed and organized with clear performance criteria for each element of a unit of competency. These standards also outline the required knowledge and skills as well as evidence guide.

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

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

**CHAIRMAN, TVET CDACC**

# ACKNOWLEDGMENT

These Occupational Standards were developed through combined effort of various stakeholders from private and public organizations. I am thankful to the management of these organizations for allowing their staff to participate in this course. I wish to acknowledge the invaluable contribution of industry players who provided inputs towards the development of these Standards.

I thank TVET Curriculum Development, Assessment and Certification Council (TVET CDACC) for providing guidance on the development of these Standards. My gratitude goes to Logistics Sector Skills Advisory Committee (SSAC) members for their contribution to the development of these Standards. I thank all the individuals and organizations who participated in the validation of these Standards.

I acknowledge all other institutions which in one way or another contributed to the development of these standards.

**CHAIRMAN**

**LOGISTICS SECTOR SKILLS ADVISORY COMMITTEE**

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# ACRONYMS

CBET Competency Based Education and Training

CDACC Curriculum Development Assessment and Certification Council

OS Occupational Standards

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/OS /FRM/BC/01/5/A

Industry or sector

Occupational Standards

Occupational area

Type of competency

Competency number

Competency level

Version Control

# OVERVIEW

Freight clerk Level 5 qualification constis of competencies that a person must achieve to enable him/her to be certified as a Freight clerk. The units of competency comprising Freight clerk certificate level 5 qualifications include the following basic and core competencies:

**BASIC COMPETENCIES**

|  |  |
| --- | --- |
| **Unit of Competency Code** | **Unit of Competency Title** |
| LOG/OS/FRM/BC/01/5/A | Demonstrate communication skills |
| LOG/OS/FRM/BC/02/5/A | Demonstrate numeracy skills |
| LOG/OS/FRM/BC/03/5/A | Demonstrate digital literacy |
| LOG/OS/FRM/BC/04/5/A | Demonstrate entrepreneurial skills |
| LOG/OS/FRM/BC/05/5/A | Demonstrate employability skills |
| LOG/OS/FRM/BC/06/5/A | Demonstrate environmental literacy |
| LOG/OS/FRM/BC/07/5/A | Demonstrate occupational health and safety practices |

**CORE COMPETENCIES**

|  |  |
| --- | --- |
| Unit of Competency Code | Unit of Competency Title |
| LOG/OS/FRM/CR/01/5/A | Oversee import cargo processing |
| LOG/OS/FRM/CR/02/5/A | Oversee export cargo processing |
| LOG/OS/FRM/CR/03/5/A | Perform warehousing operations |
| LOG/OS/FRM/CR/04/5/A | Plan and implement equipment maintenance schedules |
| LOG/OS/FRM/CR/05/5/A | Oversee distribution of goods |
| LOG/OS/FRM/CR/06/5/A | Supervise logistics operations |
| LOG/OS/FRM/CR/07/5/A | Manage international freight transfer |
| LOG/OS/FRM/CR/08/5/A | Provide customer services |
| LOG/OS/FRM/CR/09/5/A | Enforce compliance with legislations |

# BASIC COMPETENCIES

# DEMONSTRATE COMMUNICATION SKILLS

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

**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

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Meet communication needs of clients and colleagues | 1. Specific communication needs of clients and colleagues are identified and met based on workplace requirements 2. Different communication approaches are identified and applied according to clients’ needs 3. Conflict is identified and addressed as per the standards of the organization |
| 1. Contribute to the development of communication strategies | 1. Strategies for internal and external dissemination of information are developed, promoted, implemented and reviewed as per organizations’ strategic plan 2. Channels of communication are established and reviewed based on the workplace needs 3. Communication training needs are identified and provided according to SOPs 4. Work related network and relationship are maintained based on workplace requirements 5. Negotiation and conflict resolution strategies are maintained as per the workplace procedures |
| 1. Conduct workplace interviews | 1. ***Communication strategies*** are identified and employed in ***interview situations*** based on workplace requirements 2. Records of interviews are made and maintained in accordance with organizational procedures 3. Effective questioning, listening and nonverbal communication techniques are used based on needs |
| 1. Facilitate group discussions | 1. Mechanisms to enhance ***effective group interaction*** are identified and implemented according to workplace requirements 2. Strategies to encourage group participation are identified and used as per organizations’ procedures 3. Meetings objectives and agenda are set and followed based on workplace requirements 4. Relevant information is provided and feedback obtained according to set protocols 5. Evaluation of group communication strategies is undertaken in accordance with workplace guidelines 6. Specific communication needs of individuals are identified and addressed as per individual needs |
| 1. Represent the organization | 1. Relevant presentation is researched and presented based on internal or external communication forums requirements Presentation is delivered in a clear and sequential manner as per the predetermined time 2. Presentation is made as per appropriate media 3. Difference views are respected based on workplace procedures 4. Written communication is done as per organizational standards 5. Inquiries are responded according to organizational standard |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Communication strategies may include but not limited to: | * Language switch * Comprehension check * Repetition * Asking confirmation * Paraphrase * Clarification request * Translation * Restructuring * Approximation * Generalization |
| 1. Effective group interaction may include but not limited to: | * Identifying and evaluating what is occurring within an interaction in a non-judgmental way * Using active listening * Making decision about appropriate words, behavior * Putting together response which is culturally appropriate * Expressing an individual perspective * Expressing own philosophy, ideology and background and exploring impact with relevance to communication * Openness and flexibility in communication |
| 1. Interview situations may include but not limited to: | * Establishing rapport * Eliciting facts and information * Facilitating resolution of issues * Developing action plans * Diffusing potentially difficult situations |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Active listening
* Giving/receiving feedback
* Interpretation of information
* Role boundaries setting
* Negotiation
* Communication

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Communication process
* Dynamics of groups and different styles of group leadership
* Communication skills relevant to client groups
* Flexibility in communication

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | Assessment requires evidence that the candidate:   1. Met communication needs of clients and colleagues 2. Contributed to the development of communication strategies 3. Conducted interviews 4. Facilitated group discussions 5. Represented the organization |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Observation 2. Oral questioning 3. Written test 4. Portfolio of Evidence 5. Interview 6. Third party report |
| 1. Context of Assessment | Competency may be assessed:   1. On the job 2. Off the job 3. During industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE NUMERACY SKILLS

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

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range.*** |
| 1. Calculate with whole numbers and familiar fractions, decimals and percentages for work | 1. Mathematical information that may be partly embedded in routine workplace tasks and texts is selected and interpreted as per SOPs 2. Whole numbers and routine or familiar fractions, decimals and percentages including familiar rates are interpreted and comprehended as per SOPs 3. Calculations which may involve a number of steps are performed as per SOPs 4. Calculations done with whole numbers and routine or familiar fractions, decimals and percentages as per SOPs 5. Conversion between equivalent forms of fractions, decimals and percentages is done as per SOPs 6. Order of operations is applied to solve multi-step calculations as per SOPs 7. Problem solving strategies are appropriately applied as per SOPs 8. Estimations are made to check reasonableness of problem-solving process, outcome and its appropriateness to the context and task as per SOPs 9. Formal and informal mathematical language and symbolism are used to communicate the result of the task as per SOPs. |
| 1. Estimate, measure, and calculate with routine metric measurements for work | 1. Measurement information in workplace tasks and texts are selected and interpreted in accordance with workplace requirements 2. Appropriate routine measuring equipment are identified and selected in accordance with workplace requirements 3. Measurements are estimated and made using correct units as per measurement manuals. 4. Estimations and calculations done as per routine measurements 5. Conversions performed routinely as per metric units 6. Problem solving processes are used to undertake the tasks as per workplace procedures. 7. Estimations are made to check reasonableness of problem-solving process, outcome and its appropriateness to the context and task as per workplace procedures 8. Information is recorded using mathematical language and symbols appropriate to discuss the task as per workplace procedures. |
| 1. Use routine maps and plans for work | 1. Features are identified in routine maps and plans as per SOPs 2. Symbols and keys in routine maps and plans are clearly explained as per SOPs 3. Orientation of map to North is identified and interpreted as per SOPs 4. Understanding of direction and location is clearly demonstrated as per SOPs 5. Simple scale is applied to estimate length of objects, or distance to location or object as per SOPs 6. Directions are given and received using both formal and informal language as per SOPs |
| 1. Interpret, draw and construct 2D and 3D shapes for work | 1. Two dimensional shapes and routine three-dimensional shapes identified in everyday objects and in different orientations in accordance with job specifications 2. The use and application of shapes elaborately explained as per SOPs 3. Formal and informal mathematical language and symbols used to describe and compare the features of two-dimensional shapes and routine three dimensional shapes as per workplace procedures. 4. Common angles identified in accordance with SOPs 5. Common angles in everyday objects are appropriately estimated as per SOPs 6. Formal and informal mathematical language are used to describe and compare common angles as per workplace procedures. 7. Common geometric instruments used to draw two dimensional shapes as per SOPs 8. Routine three dimensional objects constructed from given nets as per SOPs. |
| 1. Interpret routine tables, graphs and charts for work | 1. Routine tables, graphs and charts identified in predominately familiar texts and contexts as per tables and graph manuals 2. Common types of graphs and their different uses identified as per SOPs 3. Features of tables, graphs and charts identified as per workplace procedures 4. Information in routine tables, graphs and charts located and interpreted as per workplace procedures 5. Calculations are perform to interpret information as per SOPs 6. How statistics can inform and persuade interpretations is explained as per SOPs 7. Misleading statistical information is identified as per workplace procedures. 8. Information relevant to the workplace is discussed as per workplace procedures. |
| 1. Collect data and construct routine tables and graphs for work | 1. Features of common tables and graphs identified as per SOPs 2. Uses of ***different tables and graphs*** identified as per job specifications 3. Data and variables to be collected are determined as per workplace procedures. 4. The audience is determined as per the workplace procedures 5. Method of data collection is select as per job requirement 6. Data is collected as per SOPs 7. Information is collated in a table as per SOPs 8. Suitable scale and axes determined as per job specifications 9. Graph to present information is drafted and drawn as per SOPs 10. Data checked to ensure that it meets the expected results and context as per workplace procedures 11. Information is reported or discussed using formal and informal mathematical language as per workplace procedures |
| 1. Use basic functions of calculator | * 1. Keys are identified and used for ***basic functions on a calculator*** as per SOPs   2. Calculation is done using whole numbers, money and routine decimals and percentages as per SOPs   3. Calculation done with routine fractions and percentages as per SOPs   4. Order of operations is applied to solve multi-step calculations as per SOPs   5. Results are interpreted, displayed and recorded as per workplace procedures   6. Estimations are made to check reasonableness of problem solving process, outcome and its appropriateness to the context and task as per workplace procedures   7. Formal and informal mathematical language and appropriate symbolism and conventions used to communicate the result of the task as per workplace procedures. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Use basic functions of calculator may include but not limited to: | * Addition * Multiplication * Calculate ratios * Conversion of ratios into percentages |
| 1. Different tables and graphs may include but not limited to: | * Bar Graphs * Flow Charts * Pie Charts * Pictograph * Line Graphs * Time Series Graphs * Stem and Leaf Plot * Histogram * Dot Plot * Scatter plot |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Measuring
* Logical thinking
* Computing
* Drawing of graphs
* Applying mathematical formulas
* Analytical

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Types of common shapes
* Differentiation between two dimensional shapes / objects
* Formulae for calculating area and volume
* Types and purpose of measuring instruments
* Units of measurement and abbreviations
* Fundamental operations (addition, subtraction, division, multiplication)
* Rounding techniques
* Types of fractions
* Different types of tables and graphs
* Meaning of graphs, such as increasing, decreasing, and constant value
* Preparation of basic data, tables & graphs

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | Assessment requires evidence that the candidate:   1. Calculated correctly with whole numbers and routine or familiar fractions, decimals and percentages 2. Estimated, measured and calculated with routine metric measurements 3. Applied simple scale to estimate length of objects or distance to location or object 4. Used formal and informal mathematical language to describe and compare common angles 5. Used common geometric instruments to draw two dimensional shapes 6. Collected data and constructed routine tables and graphs 7. Used basic functions of calculator correctly |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   1. Observation 2. Oral questioning 3. Written test 4. Portfolio of Evidence 5. Interview 6. Third party report |
| 1. Context of Assessment | Competency may be assessed in:   1. On the job 2. Off the job 3. Industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE DIGITAL LITERACY

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

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Identify appropriate computer software and hardware | 1. Concepts of ICT are determined in accordance with computer equipment 2. Classifications of computers are determined in accordance with manufacturers specification 3. ***Appropriate computer software*** is identified according to manufacturer’s specification 4. ***Appropriate computer hardware*** is identified according to manufacturer’s specification 5. Functions and commands ofoperating system are determined in accordance withmanufacturer’s specification |
| 1. Apply security measures to data, hardware, software in automated environment | 1. ***Data security and privacy are classified*** in accordance with the prevailing technology 2. ***Security threats*** areidentified, **and *control measures*** are applied in accordance with laws governing protection of ICT 3. Computer threats and crimes are detected in accordance with Information security management guidelines 4. Protection against computer crimes is undertaken in accordance with laws governing protection of ICT |
| 1. Apply computer software in solving tasks | 1. ***Word processing concepts***are applied in resolving workplace tasks, report writing and documentation as per job requirements 2. ***Word processing utilities*** are applied in accordance with workplace procedures 3. Worksheet layout is prepared in accordance with work procedures 4. Worksheet is build and data manipulated in the worksheet in accordance with workplace procedures 5. Continuous data manipulated on worksheet is undertaken in accordance with work requirements 6. Database design and manipulation is undertaken in accordance with office procedures 7. Data sorting, indexing, storage, retrieval and security is provided in accordance with workplace procedures |
| 1. Apply internet and email in communication at workplace | 1. Electronic mail addresses are opened and applied in workplace communication in accordance with office policy 2. Office internet functions are defined and executed in accordance with office procedures 3. ***Network configuration*** is determined in accordance with office operations procedures 4. Official World Wide Web is installed and managed according to workplace procedures |
| 1. Apply desktop publishing in official assignments | 1. Desktop publishing functions and tools are identified in accordance with manufactures specifications 2. Desktop publishing tools are developed in accordance with work requirements 3. Desktop publishing tools are applied in accordance with workplace requirements 4. Typeset work is enhanced in accordance with workplace standards |
| 1. Prepare presentation packages | 1. Types of presentation packages are identified in accordance with office requirements 2. Slides are created and formulated in accordance with workplace procedures 3. Slides are edited and run in accordance with work procedures 4. Slides and handouts are printed according to work requirements |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Appropriate computer hardware may include but not limited to: | * Computer case * Monitor * keyboard * mouse |
| 1. Data security and privacy may include but not limited to: | * Confidentiality of data * Cloud computing * Integrity -but-curious data surfing |
| 1. Security and control measures may include but not limited to: | * Counter measures against cyber terrorism * Risk reduction * Cyber threat issues * Risk management * Pass wording |
| 1. Security threats may include but not limited to: | * Cyber terrorism * Hacking |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Analytical skills
* Interpretation
* Typing
* Communication
* Basic ICT skills

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Software concept
* Functions of computer software and hardware
* Data security and privacy
* Computer security threats and control measures
* Technology underlying cyber-attacks and networks
* Cyber terrorism
* Computer crimes
* Detection and protection of computer crimes
* Laws governing protection of ICT
* Microsoft suite

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Identified and controlled security threats 2. Detected and protected computer crimes 3. Applied word processing in office tasks 4. Designed, prepared work sheet and applied data to the cells in accordance to workplace procedures 5. Opened electronic mail for office communication as per workplace procedure 6. Installed internet and World Wide Web for office tasks in accordance with office procedures 7. Integrated emerging issues in computer ICT applications 8. Applied laws governing protection of ICT |
| 1. Resource Implications | The following resources should be provided:   1. Tablets 2. Laptops 3. Desktop computers 4. Calculators 5. Internet 6. Smart phones 7. Operation Manuals |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written Test 2. Observation 3. Practical assignment 4. Interview/Oral Questioning |
| 1. Context of Assessment | Competency may be assessed in:   1. Off the job 2. On the job setting 3. Industrial attachment |
| 5. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE ENTREPRENEURIAL SKILLS

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

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT** | **PERFORMANCE CRITERIA** |
| 1. Demonstrate understanding of an Entrepreneur | 1. Entrepreneurs and Businesspersons are distinguished as per principles of entrepreneurship 2. ***Types of entrepreneurs*** are identified as per principles of entrepreneurship 3. Ways of becoming an Entrepreneur are identified as per principles of Entrepreneurship 4. ***Characteristics of Entrepreneurs*** are identified as per principles of Entrepreneurship 5. Factors affecting Entrepreneurship development are explored as per principles of Entrepreneurship |
| 1. Demonstrate understanding of Entrepreneurship and self-employment | 1. Entrepreneurship and self-employment are distinguished as per principles of entrepreneurship 2. Importance of self-employment is analysed based on business procedures and strategies 3. ***Requirements for entry into self-employment*** are identified according to business procedures and strategies 4. Role of an Entrepreneur in business is determined according to business procedures and strategies 5. Contributions of Entrepreneurs to National development are identified as per business procedures and strategies 6. Entrepreneurship culture in Kenya is explored as per business procedures and strategies 7. Born or made Entrepreneurs are distinguished as per entrepreneurial traits |
| 1. Identify Entrepreneurship opportunities | 1. Sources of business ideas are identified as per business procedures and strategies 2. Business ideas and opportunities are generated as per business procedures and strategies 3. Business life cycle is analysed as per business procedures and strategies 4. Legal aspects of business are identified as per procedures and strategies 5. Product demand is assessed as per market strategies 6. Types of ***business environment*** are identified and evaluated as per business procedures 7. Factors to consider when evaluating business environment are explored based on business procedure and strategies 8. Technology in business is incorporated as per best practice |
| 1. Create entrepreneurial awareness | 1. ***Forms of businesses*** are explored as per business procedures and strategies 2. Sources of business finance are identified as per business procedures and strategies 3. Factors in selecting source of business finance are identified as per business procedures and strategies 4. ***Governing policies*** on Small Scale Enterprises (SSEs) are determined as per business procedures and strategies 5. Problems of starting and operating SSEs are explored as per business procedures and strategies |
| 1. Apply entrepreneurial motivation | 1. ***Internal and external motivation*** factors are determined in accordance with motivational theories 2. Self-assessment is carried out as per entrepreneurial orientation 3. Effective communications are carried out in accordance with communication principles 4. Entrepreneurial motivation is applied as per motivational theories |
| 1. Develop innovative business strategies | 1. Business innovation strategies are determined in accordance with the organization strategies 2. Creativity in business development is demonstrated in accordance with business strategies 3. ***Innovative business strategies*** are developed as per business principles 4. Linkages with other entrepreneurs are created as per best practice 5. ICT is incorporated in business growth and development as per best practice |
| 1. Develop Business Plan | 1. Identified Business is described as per business procedures and strategies 2. Marketing plan is developed as per business plan format 3. Organizational/Management plan is prepared in accordance with business plan format 4. Production/operation plan in accordance with business plan format 5. Financial plan is prepared in accordance with the business plan format 6. Executive summary is prepared in accordance with business plan format 7. Business plan is presented as per best practice |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| 1. **Variable** | **Range** |
| 1. Types of entrepreneurs may include but not limited to: | * Innovators * Imitators * Craft * Opportunistic * Speculators |
| 1. Characteristics of Entrepreneurs may include but not limited to: | * Creative * Innovative * Planner * Risk taker * Networker * Confident * Flexible * Persistent * Patient * Independent * Future oriented * Goal oriented |
| 1. Requirements for entry into self-employment may include but not limited to | * Technical skills * Management skills * Entrepreneurial skills * Resources * Infrastructure |
| 1. Internal and external motivation may include but not limited to: | * Interest * Passion * Freedom * Prestige * Rewards * Punishment * Enabling environment * Government policies |
| 1. Business environment may include but not limited to: | * External * Internal * Intermediate |
| 1. Forms of businesses may include but not limited to: | * Sole proprietorship * Partnership * Limited companies * Cooperatives |
| 1. Governing policies may include but not limited to: | * Increasing scope for finance * Promoting cooperation between entrepreneurs and private sector * Reducing regulatory burden on entrepreneurs * Developing IT tools for entrepreneurs |
| 1. Innovative business strategies may include but not limited to: | * New products * New methods of production * New markets * New sources of supplies * Change in industrialization |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Analytical
* Management
* Problem-solving
* Root-cause analysis
* Communication

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Decision making
* Business communication
* Change management
* Competition
* Risk
* Net working
* Time management
* Leadership
* Factors affecting entrepreneurship development
* Principles of Entrepreneurship
* Features and benefits of common operational practices, e. g., continuous improvement (kaizen), waste elimination,
* Conflict resolution
* Health, safety and environment (HSE) principles and requirements
* Customer care strategies
* Basic financial management
* Business strategic planning
* Impact of change on individuals, groups and industries
* Government and regulatory processes
* Local and international market trends
* Product promotion strategies
* Market and feasibility studies
* Government and regulatory processes
* Local and international business environment
* Relevant developments in other industries
* Regional/ County business expansion strategies

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Distinguished entrepreneurs and business persons correctly 2. Identified ways of becoming an entrepreneur appropriately 3. Explored factors affecting entrepreneurship development appropriately 4. Analysed importance of self-employment accurately 5. Identified requirements for entry into self-employment correctly 6. Identified sources of business ideas correctly 7. GeneratedBusiness ideas and opportunities correctly 8. Analysed business life cycle accurately 9. Identified legal aspects of business correctly 10. Assessed product demand accurately 11. Determined Internal and external motivation factors appropriately 12. Carried out communications effectively 13. Identified sources of business finance correctly 14. Determined Governing policy on small scale enterprise appropriately 15. Explored problems of starting and operating SSEs effectively 16. Developed Marketing, Organizational/Management, Production/Operation and Financial plans correctly 17. Prepared executive summary correctly 18. Determined business innovative strategies appropriately 19. Presented business plan effectively |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written tests 2. Oral questions 3. Third party report 4. Interviews 5. Portfolio |
| 1. Context of Assessment | Competency may be assessed:   1. On-the-job 2. Off-the –job 3. During Industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE EMPLOYABILITY SKILLS

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

**Unit Description**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Conduct self-management | 1. Personal vision, mission and goals are formulated based on potential and in relation to organization objectives 2. Emotional intelligence is demonstrated as per workplace requirements. 3. Individual performance is evaluated and monitored according to the agreed targets. 4. Assertiveness is developed and maintained based on the requirements of the job. 5. Accountability and responsibility for own actions are demonstrated based on workplace instructions. 6. Self-esteem and a positive self-image are developed and maintained based on values. 7. Time management, attendance and punctuality are observed as per the organization policy. 8. Goals are managed as per the organization’s objective 9. Self-strengths and weaknesses are identified based on personal objectives |
| 1. Demonstrate interpersonal communication | 1. Writing skills are demonstrated as per communication policy 2. Negotiation and persuasion skills are demonstrated as per communication policy 3. Internal and external stakeholders’ needs are identified and interpreted as per the communication policy 4. Communication networks are established based on workplace policy 5. Information is shared as per communication policy |
| 1. Demonstrate critical safe work habits | 1. Stress is managed in accordance with workplace policy. 2. Punctuality and time consciousness is demonstrated in line with workplace policy. 3. Personal objectives are integrated with organization goals based on organization’s strategic plan. 4. ***Resources*** are utilized in accordance with workplace policy. 5. Work priorities are set in accordance to workplace goals and objectives. 6. Leisure time is recognized and utilized in line with personal objectives. 7. ***Drugs and substances of abuse*** are identified and avoided based on workplace policy. 8. HIV and AIDS prevention awareness is demonstrated in line with workplace policy. 9. Safety consciousness is demonstrated in the workplace based on organization safety policy. 10. ***Emerging issues*** are identified and dealt with in accordance with organization policy. |
| 1. Lead small teams | 1. Performance targets for the ***team*** are set based on organization’s objectives 2. Duties are assigned in accordance with the organization policy. 3. ***Forms of communication*** in a team are established according to organization’s policy. 4. Team performance is evaluated based on set targets as per workplace policy. 5. Conflicts are resolved between team members in line with organization policy. 6. Gender related issues are identified and mainstreamed in accordance workplace policy. 7. Human rights and fundamental freedoms are identified and respected as Constitution of Kenya 2010. 8. Healthy relationships are developed and maintained in line with workplace. |
| 1. Plan and organize work | 1. Task requirements are identified as per the workplace objectives 2. Task is interpreted in accordance with safety (OHS ), environmental requirements and quality requirements 3. Work activity is organized with other involved personnel as per the SOPs 4. Resources are mobilized, allocated and utilized to meet project goals and deliverables. 5. Work activities are monitored and evaluated in line with organization procedures. 6. Job planning is documented in accordance with workplace requirements. 7. Time is managed achieve workplace set goals and objectives. |
| 1. Maintain professional growth and development | 1. Personal training needs are identified and assessed in line with the requirements of the job. 2. ***Training and career opportunities*** are identified and utilized based on job requirements. 3. Resources for training are mobilized and allocated based organizations and individual skills needs. 4. Licensees and certifications relevant to job and career are obtained and renewed as per policy. 5. Work priorities and personal commitments are balanced and managed based on requirements of the job and personal objectives. 6. Recognitions are sought as proof of career advancement in line with professional requirements. |
| 1. Demonstrate workplace learning | 1. Learning opportunities are sought and managed based on job requirement and organization policy. 2. Improvement in performance is demonstrated based on courses attended. 3. Application of learning is demonstrated in both technical and non-technical aspects based on requirements of the job 4. Time and effort is invested in learning new skills based on job requirements 5. Initiative is taken to create more effective and efficient processes and procedures in line with workplace policy. 6. New systems are developed and maintained in accordance with the requirements of the job. 7. Awareness of personal role in workplace ***innovation*** is demonstrated based on requirements of the job. |
| 1. Demonstrate problem solving skills | 1. Creative, innovative and practical solutions are developed based on the problem 2. Independence and initiative in identifying and solving problems is demonstrated based on requirements of the job. 3. Team problems are solved as per the workplace guidelines 4. Problem solving strategies are applied as per the workplace guidelines 5. Problems are analyzed and assumptions tested as per the context of data and circumstances |
| 1. Demonstrate workplace ethics | 1. Policies and guidelines are observed as per the workplace requirements 2. Self-worth and professionalism is exercised in line with personal goals and organizational policies 3. Code of conduct is observed as per the workplace requirements 4. Integrity is demonstrated as per legal requirement |

**RANGE**

This section provides work environment and conditions to which the performance criteria apply. It allows for different work environment and situations that will affect performance.

|  |  |
| --- | --- |
| **Range** | **Variable** |
| 1. Drug and substance abuse may include but not limited to: | Commonly abused   * Alcohol * Tobacco * Miraa * Over-the-counter drugs * Cocaine * Bhang * Glue |
| 1. Feedback may include but not limited to: | * Verbal * Written * Informal * Formal |
| 1. Relationships may include but not limited to: | * Man/Woman * Trainer/trainee * Employee/employer * Client/service provider * Husband/wife * Boy/girl * Parent/child * Sibling relationships |
| 1. Forms of communication may include but not limited to: | * Written * Visual * Verbal * Non verbal * Formal and informal |
| 1. Team may include but not limited to: | * Small work group * Staff in a section/department * Inter-agency group |
| 1. Personal growth may include but not limited to: | |  | | --- | | * Growth in the job * Career mobility * Gains and exposure the job gives * Net workings * Benefits that accrue to the individual as a result of noteworthy performance | |
| 1. Personal objectives may include but not limited to: | * Long term * Short term * Broad * Specific |
| 1. Trainings and career opportunities may include but not limited to | * Participation in training programs * Technical * Supervisory * Managerial * Continuing Education * Serving as Resource Persons in conferences and workshops |
| 1. Resource may include but not limited to: | * Human * Financial * Hardware * Software |
| 1. Innovation may include but not limited to: | * New ideas * Original ideas * Different ideas * Methods/procedures * Processes * New tools |
| 1. Emerging issues may include but not limited to: | * Terrorism * Social media * National cohesion * Open offices |
| 1. Range of media for learning may include but not limited to: | * Mentoring * peer support and networking * IT and courses |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication
* Critical thinking
* Observation
* Organizing
* Negotiation
* Monitoring
* Evaluation
* Record keeping
* Problem solving
* Decision Making
* Resource utilization
* Resource mobilization

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Work values and ethics
* Company policies
* Company operations, procedures and standards
* Occupational Health and safety procedures
* Fundamental rights at work
* Personal hygiene practices
* Workplace communication
* Concept of time
* Time management
* Decision making
* Types of resources
* Work planning
* Resources and allocating resources
* Organizing work
* Monitoring and evaluation
* Record keeping
* Workplace problems and how to deal with them
* Gender mainstreaming
* HIV and AIDS
* Drug and substance abuse
* Leadership
* Safe work habits
* Professional growth and development
* Technology in the workplace
* Emerging issues
* Social media
* Terrorism
* National cohesion

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | Assessment requires evidence that the candidate:   1. Conducted self-management 2. Demonstrated interpersonal communication 3. Demonstrated critical safe work habits 4. Led small teams 5. Planned and organized work 6. Maintained professional growth and development 7. Demonstrated workplace learning 8. Demonstrated problem solving skills 9. Demonstrated workplace ethics |
| 1. Resource Implications | |  | | --- | | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place | |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Oral questioning 2. Portfolio of evidence 3. Third Party Reports 4. Written tests |
| 1. Context of Assessment | Competency may be assessed:   1. On-the-job 2. Off-the –job 3. During Industrial attachment |
| 1. Guidance information for assessment | | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE ENVIRONMENTAL LITERACY

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

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms*** ***are elaborated in the Range*** |
| 1. Control environmental hazard | 1. ***Storage methods*** for environmentally***hazardous*** materials are strictly followed according to environmental regulations and OSHS. 2. ***Disposal methods*** of hazardous wastes are followed always according to environmental regulations and OSHS. 3. ***PPE*** is used according to OSHS. |
| 1. Control environmental Pollution control | 1. Environmental pollution ***control measures*** are compiled following standard protocol. 2. Procedures for solid waste management are observed according to Environmental Management and Coordination Act 1999 3. Methods for minimizing ***noise pollution*** is complied with based on Noise and Excessive Vibration Pollution and Control Regulations, 2009 |
| 1. Demonstrate sustainable resource use | 1. Methods for minimizing wastage are complied with. 2. Waste management procedures are employed following principles of 3Rs (Reduce, Reuse, Recycle) 3. Methods for economizing and reducing resource consumption are practiced as per the Environmental Management and Coordination Act 1999 |
| 1. Evaluate current practices in relation to resource usage | 1. Information on resource efficiency **systems and procedures** are collected and provided to the work group where appropriate. 2. Current resource usage is measured and recorded by members of the work group. 3. Current purchasing strategies are analyzed and recorded according to industry procedures. 4. Current work processes to access information and data is analyzed following enterprise protocol. |
| 1. Identify Environmental legislations/conventions for environmental concerns | 1. Environmental ***legislations/conventions*** and local ordinances are identified according to the different ***environmental aspects/impact*** 2. ***Industrial standard/environmental practices*** are described according to the different environmental concerns |
| 1. Implement specific environmental programs | 1. Programs/Activities are identified according to organizations policies and guidelines. 2. Individual roles/responsibilities are determined and performed based on the activities identified. 3. Problems/constraints encountered are resolved in accordance with organizations’ policies and guidelines 4. Stakeholders are consulted based on company guidelines |
| 1. Monitor activities on Environmental protection/Programs | 1. Activities are periodically monitored and evaluated according to the objectives of the environmental Program 2. Feedback from stakeholders are gathered and considered in proposing enhancements to the program based on consultations 3. Data gathered are analyzed based on evaluation requirements 4. Recommendations are submitted based on the findings 5. Management support systems are set/established to sustain and enhance the program 6. Environmental incidents are monitored and reported to concerned/proper authorities |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. PPE may include but not limited to: | * Mask * Gloves * Goggles * Safety hat * Overall * Hearing protector * Safety boots |
| 1. Environmental pollution control measures may include but not limited to: | * Methods for minimizing or stopping spread and ingestion of airborne particles * Methods for minimizing or stopping spread and ingestion of gases and fumes * Methods for minimizing or stopping spread and ingestion of liquid wastes |
| 1. Waste management procedures may include but not limited to: | * Sorting * Storing of items * Recycling of items * Disposal of items |
| 1. Resources may include but not limited to: | * Electric * Water * Fuel * Telecommunications * Supplies * Materials |
| 1. Workplace environmental hazards may include but not limited to: | * Biological hazards * Chemical and dust hazards * Physical hazards |
| 1. Organizational systems and procedures may include but not limited to: | * Supply chain, procurement and purchasing * Quality assurance * Making recommendations and seeking approvals |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Observation
* Measuring
* Writing
* Communication
* Analytical
* Monitoring
* Evaluation

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Storage methods of environmentally hazardous materials
* Disposal methods of hazardous wastes
* Usage of PPE Environmental regulations
* OSHS
* Types of pollution
* Environmental pollution control measures
* Different solid wastes
* Solid waste management
* Different noise pollution
* Methods of minimizing noise pollution
* Solid Waste Act
* Methods of minimizing wastage
* Waste management procedures
* Economizing of resource consumption
* 3Rs principle
* Types of resources
* Techniques in measuring current usage of resources
* Calculating current usage of resources
* Types of workplace environmental hazards
* Environmental regulations
* Environmental regulations applying to the enterprise.
* Measurement and recording of current resource usage
* Analysis current work processes to access information and data Analysis of data and information
* Identification of areas for improvement
* Resource consuming processes
* Determination of quantity and nature of resource consumed
* Analysis of resource flow of different parts of the resource flow process
* Use/conversion of resources
* Causes of low efficiency of use
* Increasing the efficiency of resource use
* Inspection of resource use plans
* Regulations/licensing requirements
* Determine benefit/cost for alternative resource sources
* Benefit/costs for different alternatives
* Components of proposals
* Criteria on ranking proposals
* Regulatory requirements
* Proposals for improving resource efficiency
* Implementation of resource efficiency plans
* Procedures in monitor implementation
* Adjustments of implementation plan
* Inspection of new resource usage

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Controlled environmental hazard 2. Controlled environmental pollution 3. Demonstrated sustainable resource use 4. Evaluated current practices in relation to resource usage 5. Demonstrated knowledge of environmental legislations and local ordinances according to the different environmental issues /concerns. 6. Described industrial standard environmental practices according to the different environmental issues/concerns. 7. Resolved problems/ constraints encountered based on management standard procedures 8. Implemented and monitored environmental practices on a periodic basis as per company guidelines 9. Recommended solutions for the improvement of the Program 10. Monitored and reported to proper authorities any environmental incidents |
| 1. Resource Implications | The following resources should be provided:   1. Workplace with storage facilities 2. Tools, materials and equipment relevant to the tasks (ex. Cleaning tools, cleaning materials, trash bags, etc.) 3. PPE 4. Manuals and references 5. Legislation, policies, procedures, protocols and local ordinances relating to environmental protection 6. Case studies/scenarios relating to environmental Protection |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Observation 2. Oral questioning 3. Written test 4. Interview/Third Party Reports 5. Portfolio of evidence |
| 1. Context of Assessment | Competency may be assessed:   1. On-the-job 2. Off-the –job 3. During Industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE OCCUPATIONAL SAFETY AND HEALTH PRACTICES

**UNIT CODE:** LOG/OS/FRM/BC/07/5/A

**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

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Identify workplace hazards and risk | 1. ***Hazards*** in the workplace are identified ***based their indicators*** 2. Risks and hazards are evaluated based on legal requirements. 3. ***OSH concerns*** raised by workers are addressed as per legal requirements. |
| 1. Control OSH hazards | 1. Hazard prevention ***and control measures*** are implemented as per legal requirement. 2. Risk assessment is conductedand a risk matrix developed based on likely impact. 3. ***Contingency measures***, including ***emergency procedures*** during workplace ***incidents and emergencies*** are recognized and established in accordance with organization procedures. |
| 1. Implement OSH programs | 1. Company OSH program are identified, evaluated and reviewed based on legal requirements. 2. Company OSH programs are implemented as per legal requirements. 3. Workers are capacity built on OSH standards and procedures as per legal requirements 4. ***OSH-related records*** are maintained as per legal requirements. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Hazards may include but are not limited to: | * Physical hazards * Biological hazards * Chemical hazards * Ergonomics * Psychological factors * Physiological factors * Safety hazards * Unsafe workers’ act |
| 1. Indicators may include but are not limited to: | * Increased of incidents of accidents, injuries * Increased occurrence of sickness or health complaints/ symptoms * Common complaints of workers related to OSH * High absenteeism for work-related reasons |
| 1. Evaluation and/or work environment measurements may include but are not limited to: | * Health Audit * Safety Audit * Work Safety and Health Evaluation * Work Environment Measurements of Physical and Chemical Hazards |
| 1. OSH issues and/or concerns may include but are not limited to: | * Workers’ experience/observance on presence of work hazards * Unsafe/unhealthy administrative arrangements (prolonged work hours, no break time, constant overtime, scheduling of tasks) * Reasons for compliance/non-compliance to use of PPEs or other OSH procedures/policies/guidelines |
| 1. Prevention and control measures may include but are not limited to: | * Eliminate the hazard * Isolate the hazard * Substitute the hazard with a safer alternative * Use administrative controls to reduce the risk * Use engineering controls to reduce the risk * Use personal protective equipment * Safety, Health and Work Environment Evaluation * Periodic and/or special medical examinations of workers |
| 1. Safety gears /PPE (Personal Protective Equipment’s) may include but are not limited to: | * 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 |
| 1. Appropriate risk controls | * Eliminate the hazard altogether * Isolate the hazard from anyone who could be harmed * Substitute the hazard with a safer alternative * Use administrative controls to reduce the risk * Use engineering controls to reduce the risk * Use personal protective equipment |
| 1. Contingency measures may include but are not limited to: | * Evacuation * Isolation * Decontamination * Emergency personnel |
| 1. Emergency procedures may include but are not limited to: | * Fire drill * Earthquake drill * Basic life support/CPR * First aid * Spillage control * Decontamination of chemical and toxic * Disaster preparedness/management * Set of fire-extinguisher |
| 1. Incidents and emergencies may include but are not limited to: | * Chemical spills * Equipment/vehicle accidents * Explosion * Fire * Gas leak * Injury to personnel * Structural collapse * Toxic and/or flammable vapors emission. |
| 1. OSH-related Records may include but are not limited to: | * Medical/Health records * Incident/accident reports * Sickness notifications/sick leave application * OSH-related trainings obtained |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Communication
* Interpersonal
* Presentation
* Risk assessment
* Evaluation
* Critical thinking
* Problem solving
* Negotiation

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* General OSH Principles
* Occupational hazards/risks recognition
* OSH organizations providing services on OSH evaluation and/or work environment measurements (WEM)
* National OSH regulations; company OSH policies and protocols
* Systematic gathering of OSH issues and concerns
* General OSH principles
* National OSH regulations
* Company OSH and recording protocols, procedures and policies/guidelines
* Training and/or counseling methodologies and strategies

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Identified hazards in the workplace based their indicators 2. Evaluated workplace hazards based on legal requirements. 3. Addressed OSH concerns raised by workers as per legal requirements. 4. Implemented hazard prevention and control measures as per legal requirement. 5. Conducted risk assessment as per legal requirement. 6. Developed risk matrix based on likely impact. 7. Recognized and established contingency measures in accordance with organization procedures. 8. Identified, evaluated and reviewed company OSH program based on legal requirements. 9. Implemented company OSH programs as per legal requirements. 10. Capacity built workers on OSH standards and procedures as per legal requirements 11. Maintained OSH-related records as per legal requirements. |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Observation 2. Oral questioning 3. Written test 4. Portfolio of Evidence 5. Interview 6. Third party report |
| 1. Context of Assessment | Competency may be assessed:   1. On-the-job 2. Off-the –job 3. During Industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# CORE COMPETENCIES

# PROCESS IMPORT CARGO

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

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT** | **PERFORMANCE CRITERIA**  ***(Bold and italicized terms are elaborated in the Range)*** |
| --- | --- |
| 1. Prepare pre-clearance documentation | * 1. Notification of cargo from client is received as per SOPs   2. Collection of shipment is arranged through agents as per SOPs   3. ***Pre-alerts documents*** are forwarded as per SOPs   4. ***Pre-clearance process*** is carried out as per SOPs   5. Cargo is booked as per organisation’s guidelines |
| 1. Collect clearance documents | * 1. Notification of shipment arrival is received from cargo sheds as per SOPs   2. Clearance documents are collected as per organisation guidelines |
| 1. Carry out online declaration | * 1. Clearance documents are verified as per organisation guidelines   2. Online declaration is carried out as per SOPs   3. ***Customs Payments*** are made as per SOPs |
| 1. Clear client shipment | * 1. Clearance documents are prepared as per SOPs   2. Shipment is verified as per SOPs   3. Shipment is released as per SOPs   4. Shipment handling and storage charges are paid as per SOPs |
| 1. Deliver client shipment | * 1. Notification of Delivery (NOD) is prepared as per organisation’s policy   2. Shipment is delivered to the client as per SOPs   3. Proof of delivery is provided as per organisation’s policy |

**Range**

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Pre-alerts documents may include but is not limited to: | * Airway bill * Commercial invoice * Packing list |
| 1. Pre-clearance process may include but is not limited to: | * IDF (Import Declaration Form) * Permits   + KCAA letter   + Pro 1B   + Phyto-synthesis certificate (KEPHIS)   + COC (Certificate of Conformity) |
| 1. Customs payments may include but is not limited to: | * VAT (Value Added Tax) * RDL (Railway Development Levy) * IDF (Import Declaration Form) * Import duty |

**REQUIRED KNOWLEDGE**

* 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

**SKILLS**

* Negotiation
* Social perceptiveness
* Time management
* Coordination
* Problem solving
* Critical thinking
* Communication
* Numeracy
* Decision making

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills, knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate   1. Prepared pre-clearance documentation 2. Collected clearance documents 3. Carried out online declaration 4. Cleared client shipment 5. Delivered client shipment |
| 1. Resource Implications | The following resources should be provided:   1. Simulated work environment 2. Computers 3. Logistics software 4. Warehouse 5. Transport vehicles 6. Communication equipment 7. Packing materials |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written text 2. Interview 3. Observation |
| 1. Context of Assessment | Competency may be assessed on the job, off the job or a combination of these. Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# PROCESS EXPORT CARGO

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

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT** | **PERFORMANCE CRITERIA**  ***(Bold and italicized terms are elaborated in the Range)*** |
| --- | --- |
| 1. Receive shipment and instructions | * 1. Notification of shipment is received from client as per SOPs   2. Collection of shipment is arranged as per organisation policy   3. Airline/vessel is allocated as per SOP |
| 1. Weigh freight cargo | * 1. ***Weighing method*** is determined based on the ***nature of the cargo***   2. Weight calculation method is identified as per SOPs   3. Verified cargo gross mass is calculated as per SOPs   4. Cargo gross mass is documented as per SOPs |
| 1. Process shipping documents | * 1. ***Shipping documents*** are prepared as per SOPs   2. Shipping documents are verified as per SOPs   3. Cargo manifest is prepared as per SOPs   4. Shipping documents are recorded and maintained as per SOPs |
| 1. Book and deliver shipment | * 1. Cargo is booked as per SOPs   2. Cargo is cleared as per SOPs   3. Cargo is delivered to carrier as per SOPs |

**Range**

|  |  |
| --- | --- |
| **Variable** | **Range**  ***May include but is not limited to:*** |
| 1. Shipping documents may include but is not limited to: | * Commercial invoice * Packing list * Certificates * Bills of lading/airway bill * Shipper’s letter of instruction * Certificate of Conformity |
| 1. Weighing method may include but is not limited to: | * Actual Weight * Dimensions |
| 1. Nature of the cargo may include but is not limited to: | * Liquids * Solids * Hazardous |
| 1. Ports may include but is not limited to: | * Sea ports * Border ports * Inland ports * Air ports |

**REQUIRED KNOWLEDGE**

* Quality standards for services
* Customer and personal service
* Public safety and security
* Sales and marketing
* Telecommunication
* Record keeping
* Geography

**SKILLS**

* Negotiation
* Social perceptiveness
* Time management
* Coordination
* Problem solving
* Critical thinking
* Decision making
* Numeracy

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills, knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate   1. Received shipment and instructions 2. Weighed freight cargo 3. Processed shipping documents 4. Booked and delivered cargo |
| 1. Resource Implications | The following resources should be provided:   1. Simulated work environment 2. Computers 3. Logistics software 4. Warehouse 5. Booking equipment 6. Communication equipment 7. Packaging materials |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written text 2. Interview 3. Observation |
| 1. Context of Assessment | Competency may be assessed on the job, off the job or a combination of these. Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# PERFORM WAREHOUSING OPERATIONS

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

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT** | **PERFORMANCE CRITERIA**  ***(Bold and italicized terms are elaborated in the Range)*** |
| --- | --- |
| 1. Maintain layout of warehoused goods | * 1. ***Goods are classified*** based on their storage requirements.   2. Goods are arranged in the warehouse based on their classification   3. Warehouse cleanliness and tidiness is maintained in accordance with workplace policy   4. Required storage space, materials and handling equipment is identified and used as per SOPs |
| 1. Maintain records of stored goods | * 1. Warehoused goods are recorded as per standard operating procedures.   2. Registers are prepared as per standard operating procedures.   3. ***Delivery documents*** are filed as per standard operating procedures.   4. Stock taking is carried out as per SOPs |
| 1. Maintain quality of stored goods | * 1. ***Storage pests*** are controlled as per legal requirements   2. Goods are stored based on their ***storage requirements***   3. Warehoused goods are utilized/issued based on FIFO and LIFO principles.   4. Warehoused goods are secured from adulteration as per workplace policy.   5. Warehouse is maintained as per ***legal requirements*** |
| 1. Secure stored goods | * 1. ***High value goods*** are stored in locked cages within the warehouse as per standards operation procedures.   2. Warehouses are locked up as per workplace policy and standards operation procedures.   3. Warehouses are physically watched as per workplace policy and standards operation procedures.   4. Risk of theft of stored goods is assessed as per workplace policy. |
| 1. Manage warehouse plant and equipment | * 1. Plant and equipment requirements are identified based on warehouse layout and goods specifications   2. Warehouse plant and equipment maintenance schedule is prepared as per SOPs   3. Periodic plant and equipment maintenance reports are prepared as per SOPs |
| 1. Load and offload warehouse goods | * 1. Cargo to be loaded/offloaded is identified as per workplace procedures   2. Cargo is classified according to the nature of goods   3. Loading/offloading equipment is identified based on the cargo   4. ***Cargo documents*** are verified as per SOPs   5. Cargo is loaded/offloaded based on ***loading/offloading methods*** |

**Range**

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Goods are classified may include but is not limited to: | * Value * Perishability * Activity based classification * Flammability * Strength |
| 1. Delivery documents may include but is not limited to: | * Copy of contract agreement * Copy of LPO * Copy of invoice * Copy of delivery note * Copy of inspection report * Copy of payment voucher |
| 1. Storage pests may include but is not limited to: | * Rodents * Insects |
| 1. Storage requirements may include but is not limited to: | * Cold dry place * Dry place * Humid conditions * Moist conditions * Ventilated * Dark * Manufacturers’ instructions * Strong room |
| 1. Legal requirements may include but is not limited to: | * OSHA * Factories act * Employment act * EMCA 1999 * Public health cap 242 |
| 1. Security surveillance systems may include but is not limited to: | * CCTV * Alarms * Clock in cards * Security guards |
| 1. High value goods may include but is not limited to: | * Gold * Diamonds * High technology products * Bank notes * Jewelry |
| 1. Cargo documents | * Invoice * Airway bill * Bill of lading * Release order * Marine insurance certificate * Certificate of origin * IDF (Import Duty Form) |
| 1. Loading/offloading methods | * Manual * Automated |

**REQUIRED KNOWLEDGE**

* Storage conditions for various goods
* Stores handling methods
* Risk assessment and management
* Control of warehouse pests
* Stores records management
* Security surveillance systems
* Stock taking
* Stock verification
* Stock utilization
* Stock control
* Stacking methods
* Storage methods

**SKILLS**

* Organizing skills
* Analytical skills
* Negotiation skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Record keeping skills
* Critical thinking
* Problem solving
* Decision making
* Risk assessment and management

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Maintained layout of warehoused goods 2. Maintained records of stored goods 3. Maintained quality of stored goods 4. Secured stored goods 5. Managed warehouse plant and equipment 6. Loaded and offloaded warehouse goods |
| 1. Resource Implications | The following resources should be provided:   1. A functional procurement unit 2. A functional procurement entity with an approved warehouse 3. Warehouse equipment 4. Fully functional warehouse |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written text 2. Interview 3. Observation |
| 1. Context of Assessment | Competency may be assessed on the job, off the job or a combination of these. Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# IMPLEMENT EQUIPMENT MAINTENANCE SCHEDULES

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

**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

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT** | **PERFORMANCE CRITERIA**  ***(Bold and italicized terms are elaborated in the Range)*** |
| --- | --- |
| 1. Establish maintenance requirements | * 1. Manufacturer maintenance schedule is obtained as per SOPs   2. Equipment condition reports are collected from operators as per SOPs   3. Maintenance requirements are established as per SOPs |
| 1. Organise maintenance activities | * 1. Maintenance activities are identified based on operators reports and equipment maintenance priorities   2. Maintenance schedule is prepared based on maintenance priorities |
| 1. Supervise maintenance activities | * 1. Maintenance activities are identified based on the maintenance schedule   2. Maintenance tools and equipment are identified based on the maintenance activities   3. Maintenance is carried out based on the maintenance schedule   4. Maintenance report is prepared and disseminated as per SOPs |
| 1. Manage maintenance records | * 1. Maintenance data is collected as per SOPs   2. Maintenance data is disseminated as per SOPs   3. Maintenance records are stored as per SOPs |

**Range**

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Maintenance resources may include but is not limited to: | * Facilities * Funding * Personnel * Spare parts * Technical data * Test equipment * Special Tools |

**REQUIRED KNOWLEDGE**

* Mechanical machines/tools
* Mechanical engineering
* Electrical engineering
* Quality standards for services
* Workshop principles
* Mathematics
* Physics
* Chemistry

**SKILLS**

* Repairing
* Equipment maintenance
* Troubleshooting
* Equipment selection
* Operation monitoring
* Operation and control
* Coordination
* Critical thinking
* Problem solving
* Communication
* Prioritizing skills
* Time management

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills, knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate   1. Established maintenance requirements 2. Organised maintenance activities 3. Supervised maintenance activities 4. Managed maintenance records |
| 1. Resource Implications | The following resources should be provided:   1. Functional maintenance workshop 2. Maintenance tools and equipment 3. Computers 4. Scientific calculators 5. Equipment testing software 6. Warehouse equipment |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written text 2. Interview 3. Observation |
| 1. Context of Assessment | Competency may be assessed on the job, off the job or a combination of these. Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# OVERSEE DISTRIBUTION OF GOODS

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

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT** | **PERFORMANCE CRITERIA**  ***(Bold and italicized terms are elaborated in the Range)*** |
| --- | --- |
| 1. Prepare delivery documents | * 1. ***Delivery documents*** are identified based on organisational policy   2. Delivery documents are prepared as per SOPs |
| 1. Organise goods distribution logistics | * 1. Goods to be distributed are categorized based on their nature, recommended conditions of transport and safety requirements as per SOPs.   2. ***Mode of transport*** is identified based on nature of goods and destination as per workplace policy.   3. Means of transport for various goods are assigned as per SOPs   4. ***Transport fleet*** are assigned different routes as per workplace policy.   5. Movement of transport fleet is ***authorized*** as per workplace policy. |
| 1. Track movement of goods | * 1. Transport fleet is fitted with motor ***vehicles tracking system*** as per workplace policy.   2. Transport fleet tracking systems are monitored regularly as per workplace policy.   3. Transport fleet tracking systems are maintained as per workplace policy   4. Predetermined transport channels are adhered to as per workplace policy. |
| 1. Deliver customer goods | * 1. Distribution staff is supervised as per workplace policy.   2. Goods are delivered to customers based on clients’ terms and conditions of delivery.   3. Delivery notes are endorsed by the recipient as per workplace policy.   4. Endorsed delivery notes are surrendered as per workplace policy. |
| 1. Supervise distribution staff | * 1. Distribution activities are identified as per SOPs   2. Work program is prepared based on distribution activities identified   3. Staff are assigned duties as per distribution activities   4. Distribution staff performance is monitored as per laid down organisational standards |
| 1. Maintain dispatch records | * 1. Dispatch records are prepared as per workplace policy   2. Dispatch records are disseminated as per workplace policy   3. Dispatch records are maintained based on workplace policy |
| 1. Comply with laws, regulations and/or standards | * 1. Relevant laws, regulations and/or standards are identified as per SOPs   2. Relevant laws, regulations and/or standards are disseminated in line with the workplace policy   3. Compliance with laws, regulations and/or standards is monitored as per workplace policy and SOPs |

**Range**

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Delivery documents may include but is not limited to: | * Notification of delivery * Commercial invoice * Packing list * Authorization certificate * Invoice |
| 1. Modes of transport may include but is not limited to: | * Rail * Road * Air * Water * Pipeline * Inter-modal |
| 1. Transport fleet may include but is not limited to: | * Trucks * Pick-ups * Cargo planes * Tractors * Motorbikes |
| 1. Authorized may include but is not limited to: | * Work ticket * Authority letter |
| 1. Vehicles tracking system may include but is not limited to: | * Radios * Geographical Positioning System * Cellular Tracking * Satellite Tracking Systems * Wireless System |

**REQUIRED KNOWLEDGE**

* Geography
* Tracking systems
* Fleet management
* Distribution channels
* Distribution documents
* Staff supervision
* Types of goods
* Prospecting for customers
* Risk assessment and management

**SKILLS**

* Organizing skills
* Analytical skills
* Negotiation skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Problem solving
* Critical thinking
* Risk management and assessment

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills, knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate   1. Prepared delivery documents 2. Organised goods distribution logistics 3. Tracked movement of goods 4. Delivered customer goods 5. Supervised distribution staff 6. Maintained dispatch records 7. Comply with laws, regulations and/or standards |
| 1. Resource Implications | The following resources should be provided:   1. A functional procurement unit 2. A functional procurement entity with a warehouse 3. Transport vehicles 4. Communication equipment 5. Loading/offloading equipment 6. Computers 7. Qualified personnel |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written text 2. Interview 3. Observation |
| 1. Context of Assessment | Competency may be assessed on the job, off the job or a combination of these. Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# SUPERVISE LOGISTICS OPERATIONS

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

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT** | **PERFORMANCE CRITERIA**  ***(Bold and italicized terms are elaborated in the Range)*** |
| --- | --- |
| 1. Plan operational procedures | * 1. Operational procedures are identified based on the workplace procedures   2. Factors affecting operational procedures are identified as per SOPs   3. ***Shipping documents*** are prepared as per SOPs   4. Shipping documents are disseminated as per organisation policy   5. Records are maintained as per workplace procedures |
| 1. Monitor operational procedures | * 1. Operational procedures are modified based on past findings   2. Verification is carried out as per operational procedures   3. Loading and delivery of cargo is carried out as per the organisation policy   4. Records are maintained as per organisation procedures |
| 1. Manage logistics risks | * 1. ***Logistics risks*** are identified as per SOPs   2. Logistics risk management plan is implemented and monitored as per SOPs   3. Risk management progress reports are prepared as per SOPs |
| 1. Coordinate contractor and sub-contractor activities | * 1. Contractors and sub-contractor duties and tasks are identified based on the scope of activities   2. ***Key performance indicators*** are identified as per SOPs   3. Contractor and sub-contractors are monitored as per organisation’s policy |

**Range**

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Shipping documents may include but not limited to: | * Invoice * IDF (Import Duty Form) * Airway bill * Certificate of Conformity * Bill of lading * Customs entry * Certificate of origin * Relevant permits * Marine insurance certificate |
| 1. Logistics risks may include but is not limited to: | * Supply risk * Demand risk * Natural uncertainties * Cultural and geopolitical risk factors |
| 1. Key performance indicators may include but is not limited to: | * Liquidity * Schedule variance * Work in Process (WIP) reporting |

**REQUIRED KNOWLEDGE**

* Risk assessment and management
* Change management
* Life Cycle Cost Analysis
* Customer service
* Transportation
* Mathematics
* ICT
* Public safety and security

**SKILLS**

* Risk management
* Analytical
* Critical thinking
* Problem solving
* Digital literacy
* Numeracy
* Decision making
* Interpersonal
* Communication

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills, knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate   1. Plan operational procedures 2. Monitor operational procedures 3. Managed logistics risks 4. Coordinated contractor and subcontractor activities |
| 1. Resource Implications | The following resources should be provided:   1. Computers 2. Simulated workplace environment 3. Stationery 4. Communication equipment 5. Transport vehicles |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written text 2. Interview 3. Observation |
| 1. Context of Assessment | Competency may be assessed on the job, off the job or a combination of these. Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# MANAGE INTERNATIONAL FREIGHT TRANSFER

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

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT** | **PERFORMANCE CRITERIA**  ***(Bold and italicized terms are elaborated in the Range)*** |
| --- | --- |
| 1. Analyse freight transfer requirements | * 1. International codes and regulations, and workplace policies for international freight transfer are identified as per SOPs   2. Current and potential client information and their international freight requirements is obtained in accordance with workplace procedures   3. Requirements for ***types of freight*** to be transferred are identified in accordance with workplace procedures   4. Options for international freight transfer are identified as per workplace procedures   5. Selected freight transfer arrangement options are documented in accordance with workplace policy |
| 1. Plan international freight transfer systems and processes | * 1. Workplace policies and mission statement are interpreted as per SOPs   2. Freight transfer systems are established as per workplace policy   3. Staff are assigned and trained in accordance with identified human resource requirements   4. Quality standards and procedures for proposed international freight transfer processes are documented/updated in line with workplace procedures |
| 1. Monitor and coordinate international freight transfer systems and processes | * 1. International freight forwarding operations are monitored as per SOPs   2. Non-compliance with quality standards or regulatory requirements is identified as per SOPs   3. Customer satisfaction is monitored using appropriate methods   4. Reports and other ***required documentation*** are disseminated in accordance with workplace procedures   5. Freight transfer records and reports are maintained as per organisation policy |

**Range**

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Types of freight may include but is not limited to: | * Express * Normal |
| 1. Required documentation may include but is not limited to: | * Invoice * House airway bill * Master airway bill |

**REQUIRED KNOWLEDGE**

* Relevant international freight standards and regulations
* Freight transfer systems management
* Quality and customer service policies and procedures
* Relevant permits and license requirements
* Mathematics
* Geography
* Incoterms

**SKILLS**

* Report writing
* Leadership
* Monitoring
* Communication
* Digital
* Analytical
* Time management
* Critical thinking
* Problem solving
* Adaptability

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate   1. Analysed freight transfer requirements 2. Demonstrated ability to plan international freight transfer systems and processes 3. Demonstrated ability to monitor and coordinate international freight transfer systems and processes |
| 1. Resource Implications | The following resources should be provided:   1. A simulated workplace environment 2. Computers 3. Computer software 4. Stationery 5. Communication equipment 6. Maps |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written text 2. Interview 3. Observation |
| 1. Context of Assessment | Competency may be assessed on the job, off the job or a combination of these. Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# PROVIDE CUSTOMER SERVICES

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

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT** | **PERFORMANCE CRITERIA**  ***(Bold and italicized terms are elaborated in the Range)*** |
| --- | --- |
| 1. Nurture and build supportive customer relationships | * 1. Customer views and reviews are received based on organisation’s guidelines   2. Strategies for improving customer relationships are implemented based on customer reviews   3. ***Incentives*** for improving customer relationships are provided based on organisation policy   4. Organisation’s clients are maintained as per organisation’s policy |
| 1. Prepare client update plan | * 1. Data on the consignment status is collected as per organisation’s guidelines   2. Clients are updated regularly on the position of their shipment as per company guidelines |
| 1. Organise shipment collection and dispatch | * 1. Notification of cargo from client is received as per SOPs   2. Collection of shipment is arranged through agents as per SOPs   3. ***Pre-alerts documents*** are forwarded as per SOPs   4. Shipment is booked as per SOPs   5. Shipment is dispatched to destination as per SOPs |
| 1. Prepare client quotations | * 1. Cargo ***description details*** are obtained from client   2. ***Other agency charges*** are obtained as per SOPs   3. Quotation is prepared as per SOPs |
| 1. Handle client queries | * 1. Queries are received from clients as per organisation operation procedures   2. Queries are analysed based on the organisation guidelines   3. Query resolutions are communicated based on the organisation operating procedures |
| 1. Maintain shipment records | * 1. ***Files*** are opened in line with workplace policy   2. Shipment records are maintained in files as per organisation’s policy   3. Shipment files are archived based on organisation policy |

**Range**

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Incentives may include but is not limited to: | * Gifts * Luncheons * Client visits * Retreats |
| 1. Pre-alerts documents may include but is not limited to: | * Airway bill * Commercial invoice * Packing list * Proforma invoice * Purchase order |
| 1. Description details may include but is not limited to: | * Weight * Dimensions * Value * Item description * Pick up address * Code |
| 1. Other agency charges may include but is not limited to: | * Airline charges * Pick up charges * Inspection charges * Handling and storage charges |
| 1. Files may include but is not limited to: | * Import files * Export files * General files |

**REQUIRED KNOWLEDGE**

* Mathematics
* Record keeping
* Quality standards for services
* Customer and personal service
* Evaluation of customer satisfaction
* Geography
* Public safety and security
* Sales and marketing
* Telecommunication
* ICT

**SKILLS**

* Communication
* Negotiation
* Social perceptiveness
* Time management
* Coordination
* Problem solving
* Critical thinking
* Numeracy
* Decision making
* Leadership
* Digital literacy

**EVIDENCE GUIDE**

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate   1. Demonstrated ability to nurture and build customer relationships 2. Prepared client update plan 3. Demonstrated ability to organise shipment collection and dispatch 4. Maintained shipment records 5. Prepared quotations 6. Handled client queries |
| 1. Resource Implications | The following resources should be provided:   1. Computers 2. Communication equipment 3. Transport vehicles 4. Stationery 5. Office equipment |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written text 2. Interview 3. Observation |
| 1. Context of Assessment | Competency may be assessed on the job, off the job or a combination of these. Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# ENFORCE COMPLIANCE WITH LEGISLATIONS

**UNIT CODE:** LOG/OS/FRM/CR/10/5/A

**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.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| --- | --- |
| 1. Guide on enabling and related legislation | * 1. Legislations that require compliance by the organization are identified.   2. Interpretation of the legislations is sought from relevant office.   3. Brief to organization is prepared and disseminated in line with the SOPs. |
| 1. Provide advice on compliance matters | * 1. Mandate of the organization is familiarised with   2. Organization’s compliance requirements are confirmed in line with the SOPs.   3. Current status of compliance in the organization is established.   4. Advice is provided based on the established gaps.   5. Feedback is obtained on how well the advice/information suits its purpose and audience and is used to recommend further action. |
| 1. Customize relevant legislations | * 1. Legislations that require compliance by the organization are identified.   2. Organization’s policies and procedures are familiarised with.   3. Policies and procedures related to the legislations for customization are identified.   4. Organizations policies and procedures are modified to align to legislations. |

**RANGE**

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| None |  |

**REQUIRED SKILLS AND KNOWLEDGE**

This section describes the skills and knowledge required for this unit of competency.

**Required Skills**

The individual needs to demonstrate the following skills:

* Law interpretation
* Interpersonal
* Communication
* Negotiations
* Critical thinking
* Strategic management
* Time management
* Problem solving

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Enabling legislation that govern employment and the work place
* Legal Documents
* Legislation on cross-cutting issues
* Control measures

**EVIDENCE GUIDE**

|  |  |
| --- | --- |
| 1. Critical aspects of Competency | Assessment requires evidences that the candidate:   * 1. Interpreted various legal documents and advised on enabling and related legislation   2. Developed and implemented voluntary compliance strategies   3. Provided current legal information that benefitted the client   4. Developed strategies that are in to government and organization strategies and policies   5. Provided advice based on current information   6. Met the specific needs of clients in its range, depth and form of presentation.   7. Customized relevant legislations |
| 1. Resource Implications | The following resources MUST be provided:   * 1. Computers   2. Stationery   3. Communication equipment   4. Relevant legislations and Acts |
| 1. Method of Assessment | Competency may be assessed through:   * 1. Written questions   2. Oral questions   3. Observation   4. Projects   5. Review of portfolios   6. Review of third-party workplace reports |
| 1. Context for Assessment | Assessment may be done in the workplace or in a simulated workplace setting (assessment centers) |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |