

**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**CLEARING AND FOWARDING MANAGER**

**LEVEL 6**



TVET CDACC

P.O. BOX 15745-00100

NAIROBI

First published 2019

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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 Clearing and Forwarding Management. These Occupational Standards will also be the basis 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 clearing and forwarding Manager. These standards will be the bases for development of competency-based curriculum for clearing and forwarding level 6.

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

CF Clearing and Forwarding

OS Occupational Standards

OSHA Occupation Safety and Health Act

PPE Personal Protective Equipment

SSAC Sector Skills Advisory Committee

LOG Logistics

BC Basic Competency

CC Common Competency

CR Core Competency

A Version control

OS Occupational Standards

TVET Technical and Vocational Education and Training

# KEY TO UNIT CODE

LOG/OS /CF/BC/01/ 6/A

Industry or sector

Occupational Standards

Occupational area

Type of competency

Competency number

Competency level

Version Control

# OVERVIEW

This course is designed to equip a Clearing and Forwarding manager with the competencies required to perform various duties. it entails Overseeing import cargo processing, overseeing export cargo processing, performing warehousing operations, overseeing distribution of goods, planning and manage organizational security procedures, providing customer services and overseeing transport fleet management.

The course consists of basic and core units of learning as indicated below:

**BASIC COMPETENCIES**

|  |  |
| --- | --- |
| **Unit of Competency Code** | **Unit of Competency Title** |
| LOG/OS/CF/BC/01/6/A | Demonstrate communication skills |
| LOG/OS/CF/BC/02/6/A | Demonstrate numeracy skills |
| LOG/OS/CF/BC/03/6/A | Demonstrate digital literacy |
| LOG/OS/CF/BC/04/6/A | Demonstrate understanding of entrepreneurship |
| LOG/OS/CF/BC/05/6/A | Demonstrate employability skills |
| LOG/OS/CF/BC/06/6/A | Demonstrate environmental literacy |
| LOG/OS/CF/BC/07/6/A | Demonstrate occupational health and safety practices |

**CORE COMPETENCIES**

|  |  |
| --- | --- |
| **Unit of Competency Code** | **Unit of Competency Title** |
| LOG/OS/CF/CR/01/6/A | Oversee import cargo processing |
| LOG/OS/CF/CR/02/6/A | Oversee export cargo processing |
| LOG/OS/CF/CR/03/6/A | Perform warehousing operations |
| LOG/OS/CF/CR/04/6/A | Oversee distribution of goods |
| LOG/OS/CF/CR/05/6/A | Plan and manage organizational security procedures |
| LOG/OS/CF/CR/06/6/A | Provide customer services |
| LOG/OS/CF/CR/07/6/A | Oversee transport fleet management |

# BASIC COMPETENCIES

# DEMONSTRATE COMMUNICATION SKILLS

**UNIT CODE:** LOG/OS/CF/BC/01/6/A

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate communication skills. It involves meeting communication needs of clients and colleagues, developing communication strategies, establishing and maintaining communication pathways, conducting interviews, facilitating group discussion and representing the organization.

**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. Develop communication strategies | * 1. Strategies for effective internal and external dissemination of information are developed as per organization’s requirements   2. Special communication needs are considered in developing strategies according workplace procedures   3. ***Communication strategies*** are analyzed, evaluated and revised based the workplace needs |
| 1. Establish and maintain communication pathways | * 1. Pathways of communication are established as per organization policy   2. Pathways are maintained and reviewed according to organization procedures |
| 1. Promote use of communication strategies | * 1. Information is provided to all areas of the organization as per strategy requirements   2. Effective communication techniques are articulated and modeled according work requirements   3. Personnel are given guidance about adapting communication strategies as per organization procedures |
| 1. Conduct interview | 1. A range of appropriate communication strategies are employed in ***interview situations*** based on the 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 as per needs |
| 1. Facilitate group discussion | 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. 7Relevant presentation are researched and presented based on internal or external communication forums requirements 2. Presentation is delivered in a clear and sequential manner as per the predetermined time 3. Presentation is made as per appropriate media 4. Difference views are respected based on workplace procedures 5. Written communication is done as per organizational standards 6. 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 nonjudgmental 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 |
| 1. 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:

* Communication
* Active listening
* Interpretation
* Negotiation
* Writing

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Communication process
* Dynamics of groups
* Styles of group leadership
* Key elements of communications strategy

**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. Developed communication strategies to meet the organization requirements and applied in the workplace 2. Established and maintained communication pathways for effective communication in the workplace 3. Used communication strategies involving exchanges of complex oral information |
| 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. Direct observation 2. Oral questioning 3. Written texts |
| 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/CF/BC/02/6/A

**UNIT DESCRIPTION**

This unit describes the competencies required to demonstrate numeracy skills. It involves; applying a wide range of mathematical calculations for work; applying ratios, rates and proportions to solve problems; estimating, measuring and calculating measurement for work; using detailed maps to plan travel routes for work; using geometry to draw and construct 2D and 3D shapes for work; collecting, organizing and interpreting statistical data; using routine formula and algebraic expressions for work and using common functions of a scientific 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. Apply a wide range of mathematical calculations for work | * 1. Mathematical information embedded in a range of workplace tasks and texts is extracted as per workplace procedures.   2. Mathematical information is interpreted and comprehended as per job specifications   3. A range of mathematical and problem solving processes are selected and used as per job specification   4. Different forms of fractions, decimals and percentages are flexibly used as per SOPs   5. Calculation performed with positive and negative numbers as per SOPs   6. Numbers are expressed as powers and roots and are used in calculations as per SOPs   7. Calculations done using routine formulas as per SOPs   8. Estimation and assessment processes are used to check outcome as per workplace procedures   9. Mathematical language is used to discuss and explain the processes, results and implications of the task as per workplace procedures |
| 1. Use and apply ratios, rates and proportions for work | * 1. Information regarding ratios, rates and proportions extracted from a range of workplace tasks and texts as per SOPs   2. Mathematical information related to ratios, rate and proportions is analysed as per SOPs   3. Problem solving processes are used to undertake the task as per workplace procedures   4. Equivalent ratios and rates are simplified as per SOPs   5. Quantities are calculated using ratios, rates and proportions as per SOPS   6. Graphs, charts or tables are constructed to represent ratios, rates and proportions as per SOPs   7. The outcomes reviewed and checked as per job specifications   8. Information is record using mathematical language and symbols as per workplace procedures |
| 1. Estimate, measure and calculate measurement for work | * 1. Measurement information embedded in workplace texts and tasks are extracted and interpreted as per job specifications   2. Appropriate workplace measuring equipment are identified and selected as per job specifications   3. Accurate measurements are estimated and made as per SOPs   4. The area of ***2D shapes*** including compound shapes are calculated as per SOPs   5. The volume of 3D shapes is calculated using relevant formulas as per SOPs   6. Sides of right angled triangles are calculated using Pythagoras’ theorem as per SOPs   7. conversions are perform between units of measurement as per job specification   8. Problem solving processes are used to undertake the task as per workplace Procedures   9. The measurement outcomes are reviewed and checked as per workplace procedures   10. Information is recorded using mathematical language and symbols appropriate for the task as per workplace procedures |
| 1. Use detailed maps to plan travel routes for work | * 1. Different types of maps are identified and interpreted as per job requirements   2. Key features of maps are identified as per job requirements   3. Scales are identified and interpreted as per job requirements   4. Scales are applied to calculate actual distances   5. Positions or locations are determined using directional information as per job requirements   6. Routes are planned by determining directions and calculating distances, speeds and times as per job requirements   7. Information is gathered and identified and relevant factors related to planning a route checked as per job requirements   8. Relevant equipment is select and checked for accuracy and operational effectiveness as per job requirements   9. Task is planned and recorded using specialized mathematical language and symbols appropriate for the task as per job requirements |
| 1. Use geometry to draw 2D shapes and construct 3D shapes for work | * 1. A range of 2D shapes and 3D shapes and their uses in work contexts is identified as per job specifications   2. Features of 2D and 3D shapes are named and described as per job specifications   3. Types of angles in 2D and 3D shapes are identified as per job specifications   4. Angles are drawn, estimated and measured using geometric instruments as per job requirements   5. Angle properties of 2D shapes are named and identified as per SOPs   6. Angle properties are used to evaluate unknown angles in shapes as per SOPs   7. Properties of perpendicular and parallel lines are applied to shapes as per SOPs   8. Understanding and use of symmetry is demonstrated as per SOPs   9. Understanding and use of similarity is demonstrated as per SOPs   10. The workplace tasks and mathematical processes required are identified as per workplace procedures   11. 2D shapes is drawn for work as per job specification   12. 3D shapes is constructed for work as per job specification   13. The outcomes are reviewed and checked as per workplace procedures   14. Specialized mathematical language and symbols appropriate for the task are used as per SOPs |
| 1. Collect, organize, and interpret statistical data for work | * 1. Workplace issue requiring investigation are identified as per workplace procedures   2. Audience / population / sample unit is determined as per workplace procedures as per workplace procedures   3. Data to be collected is identified as per workplace procedures   4. Data collection method is selected as per workplace procedures   5. Appropriate statistical data is collected and organized as per SOPs   6. Data is illustrated in appropriate formats as per SOPs   7. The effectiveness of different types of graphs are compared as per SOPs   8. The summary statistics for collected data is calculated as per SOPs   9. The results / findings are interpreted as per SOPs   10. Data is checked to ensure that it meets the expected results and content as per workplace procedures   11. Information from the results including tables, graphs and summary statistics is extracted and interpreted as per workplace procedure   12. Mathematical language and symbols are used to report results of investigation as per workplace procedure |
| 1. Use routine formula and algebraic expressions for work | * 1. Understanding of informal and symbolic notation, representation and conventions of algebraic expressions is demonstrated as per SOPs   2. Simple algebraic expressions and equations are developed as per job specification   3. Operate on algebraic expressions as per job requirement   4. Algebraic expressions are simplified as per job requirement   5. Substitution into simple routine equations is done as per SOPs   6. Routine formulas used for work tasks are identified and comprehended as per SOPs   7. Routine formulas are evaluate by substitution as per SOPs   8. Routine formulas transposed as per SOPs   9. Appropriate formulas are identified and used for work related tasks as per workplace procedures   10. Outcomes are checked and result of calculation used as per workplace procedures |
| 1. Use common functions of a scientific calculator for work | * 1. Required numerical information to perform tasks is located as per job specification   2. The order of operations and function keys necessary to solve mathematical calculation are determined as per job specification   3. Function keys on a scientific calculator are identified and used as per SOPs   4. Estimations are referred to check reasonableness of problem solving process as per workplace procedures   5. Appropriate mathematical language, symbols and conventions are used to report results 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. 2D shapes may include but not limited may include but not limited to: | * Triangles * Square * Rectangle * Triangle |

**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. Developed communication strategies to meet the organization requirements and applied in the workplace 2. Established and maintained communication pathways for effective communication in the workplace 3. Used communication strategies involving exchanges of complex oral information |
| 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 DIGITAL LITERACY

**UNIT CODE:** LOG/OS/CF/BC/03/6/A

**UNIT DESCRIPTION**

This unit describes competencies required to demonstrate digital literacy. It involves, identifying computer software and hardware, applying security measures to data, hardware, and software in automated environment, applying computer software in solving task, applying internet and email in communication at workplace, applying desktop publishing in official assignments 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 of operating system are determined in accordance with manufacturer’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*** reidentified ***and control measures*** are applied in accordance with laws governing protection of ICT   3. Computer threats and crimes are detected in accordance to Information Management security 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 the 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 built 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: | Collection of physical parts of a computer system such as:   * Computer case, monitor, keyboard, and mouse * All the parts inside the computer case, such as the hard disk drive, motherboard and video card |
| 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
* Computing (applying fundamental operations such as addition, subtraction, division and multiplication)
* Using calculator
* 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
* Word processing;
* Functions and concepts of word processing.
* Documents and tables creation and manipulations
* Mail merging
* Word processing utilities
* Spread sheets;
* Meaning, formulae, function and charts, uses and layout
* Data formulation, manipulation and application to cells
* Database;
* Database design, data manipulation, sorting, indexing, storage retrieval and security
* Desktop publishing;
* Designing and developing desktop publishing tools
* Manipulation of desktop publishing tools
* Enhancement of typeset work and printing documents
* Presentation Packages;
* Types of presentation Packages
* Creating, formulating, running, editing, printing and presenting slides and handouts
* Networking and Internet;
* Computer networking and internet.
* Electronic mail and world wide web
* Emerging trends and issues in ICT;
* Identify and integrate emerging trends and issues in ICT
* Challenges posed by emerging trends and issues

**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. 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. 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 ENTREPRENEURIAL SKILLS**

**UNIT CODE :** LOG/OS/CF/BC/04/6/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 Business persons 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.

|  |  |
| --- | --- |
| **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 | 1. Assessment requires evidence that the candidate: 2. Distinguished entrepreneurs and businesspersons correctly 3. Identified ways of becoming an entrepreneur appropriately 4. Explored factors affecting entrepreneurship development appropriately 5. Analysed importance of self-employment accurately 6. Identified requirements for entry into self-employment correctly 7. Identified sources of business ideas correctly 8. GeneratedBusiness ideas and opportunities correctly 9. Analysed business life cycle accurately 10. Identified legal aspects of business correctly 11. Assessed product demand accurately 12. Determined Internal and external motivation factors appropriately 13. Carried out communications effectively 14. Identified sources of business finance correctly 15. Determined Governing policy on small scale enterprise appropriately 16. Explored problems of starting and operating SSEs effectively 17. Developed Marketing, Organizational/Management, Production/Operation and Financial plans correctly 18. Prepared executive summary correctly 19. Determined business innovative strategies appropriately 20. 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 | 1. Written tests 2. Oral questions 3. Third party report 4. Interviews 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 EMPLOYABILITY SKILLS

**UNIT CODE:** LOG/OS/CF/BC/05/6/A

**UNIT DESCRIPTON**

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

**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 a workplace team | 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. Work plans are prepared based on activities and budget. 2. Assigned tasks are interpreted and expectations identified as per the workplace instructions. 3. Task occupational safety and health requirements are identified and observed regulations. 4. Work resources are identified, mobilized, allocated and utilized based on organization work plans. 5. Work activities are monitored and evaluated in line with work plans and workplace policy. 6. Work plans are reviewed based on target and available resources. |
| 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. Manage ethical performance | * 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.

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 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 includes but not limited to | * Participation in training programs * Serving as Resource Persons in conferences and workshops |
| 1. Resource may include may but not limited to: | * Human * Financial * Technology |
| 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:

* Interpersonal
* Communication
* Critical thinking
* Organizational
* 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
* Workplace communication
* Concept of time
* Time management
* Decision making
* Types of resources
* Work planning
* Organizing work
* Monitoring and evaluation
* Record keeping
* Gender mainstreaming
* HIV and AIDS
* Drug and substance abuse
* Professional growth and development
* Technology in the workplace
* Innovation
* Emerging issues

**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. Demonstrated the ability to lead a workplace team   5. Planned and organized work   6. Maintained professional growth and development   7. Demonstrated workplace learning   8. Demonstrated problem solving skills   9. Demonstrated the ability to manage performance ethically |
| 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. |

# DEMONSTRATE ENVIRONMENTAL LITERACY

**UNIT CODE:** LOG/OS/CF/BC/06/6/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to demonstrate environmental literacy. It involves, controlling environmental hazard and environmental pollution, demonstrating sustainable resource use, evaluating current practices in relation to resource usage, identifying environmental legislations/conventions for environmental concerns, implementing specific environmental programs, monitoring activities on environmental protection/Programs , analysing resource use and developing resource conservation plans

**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 according to environmental regulations and OSHS. 3. ***PPE*** is used according to OSHS. |
| 1. Control environmental Pollution | * 1. Environmental pollution ***control measures*** are implemented in accordance with international protocols.   2. Procedures for solid waste management are observed according 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 based on organizational waste management guide   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 Constitution of Kenya 2010 Article 69 . |
| 1. Evaluate current practices in relation to resource usage | * 1. Information on resource efficiency systems and procedures are collected and provided as per work groups/sector   2. Current resource usage is measured and recorded as per work group   3. Current purchasing strategies are analysed and recorded according to industry procedures.   4. Current work processes to access information and data is analysed 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 is 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 7. concerned/proper authorities |
| 1. Analyse resource use | 1. All resource consuming processes are Identified as per the organizational work plan 2. Quantity and nature of resource consumed is determined based on processes 3. Resource flow is analysed as per different parts of the process. 4. Wastes are classified according to NEMA regulations on waste management. |
| 1. Develop resource Conservation plans | 9.1. Efficiency of use/conversion of resources is determined according to industry protocol.  9.2. Causes of low efficiency of use of resources are Determined based on industry protocol.  9.3. Plans for increasing the efficiency of resource use are developed based on findings. |

**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 |
| 1. 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 |

**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
* Recording
* Analytical
* Monitoring
* Communication
* Writing

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* PPEs
* Environmental regulations
* OSHS
* Pollution
* Waste management
* Principle of 3Rs
* Types of resources
* Techniques in measuring current usage of resources
* Environmental hazards
* Regulatory requirements

**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 (e.g. Cleaning tools, cleaning materials, trash bags)   3. PPE, manuals and references   4. Legislation, policies, procedures, protocols and local ordinances relating to environmental protection   5. 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. 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 OCCUPATIONAL SAFETY AND HEALTH PRACTICES

**UNIT CODE:** LOG/OS/CF/BC/07/6/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to demonstrate occupational health and safety practices. It involves identifying workplace hazards and risks, identifying and implementing appropriate control measures to hazards and risks and implementing 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 | 1.1 ***Hazards*** in the workplace are identified ***based their indicators***  1.2 Risks and hazards are evaluated based on legal requirements.  1.3 ***OSH concerns*** raised by workers are addressed as per legal requirements. |
| 1. Control OSH hazards | 2.1 Hazard prevention ***and control measures*** are implemented as per legal requirement.  2.2 Risk assessment is conductedand a risk matrix developed based on likely impact.  2.3 ***Contingency measures***, including ***emergency procedures*** during workplace ***incidents and emergencies*** are recognized and established in accordance with organization procedures. |
| 1. Implement OSH programs | 3.1 Company OSH program are identified, evaluated and reviewed based on legal requirements.  3.2 Company OSH programs are implemented as per legal requirements.  3.3 Workers are capacity built on OSH standards and procedures as per legal requirements  3.4 ***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 not limited to: | * Physical hazards – impact, illumination, pressure, noise, * vibration, extreme temperature, radiation * Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects * Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors * Ergonomics * Psychological factors – over exertion/ excessive force,   awkward/static positions, fatigue, direct pressure,   * varying metabolic cycles * Physiological factors – monotony, personal relationship, work out cycle * Safety hazards (unsafe workplace condition) –confined space, excavations, falling objects, gas leaks, electrical, poor storage of materials and waste, spillage, waste and debris * Unsafe workers’ act (Smoking in off-limited areas, Substance and alcohol abuse at work) |
| 1. Indicators may include but 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. OSH concerns may include but 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. Safety gears /PPE (Personal Protective Equipment) may include but 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 may include but not limited to: | * Appropriate risk controls in order of impact are as follows: * Eliminate the hazard altogether (i.e., get rid of the dangerous machine) * Isolate the hazard from anyone who could be harmed (i.e., keep the machine in a closed room and operate it remotely; barricade an unsafe area off) * Substitute the hazard with a safer alternative (i.e., replace the machine with a safer one) * Use administrative controls to reduce the risk (i.e., train workers how to use equipment safely; train workers about the risks of harassment; issue signage) * Use engineering controls to reduce the risk (i.e., attach guards to the machine to protect users) * Use personal protective equipment (i.e., wear * gloves and goggles when using the machine) |
| 1. Contingency measures may include but not limited to: | * Evacuation * Isolation * Decontamination * (Calling designed) emergency personnel |
| 1. Incidents and emergencies may include but 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 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

# OVERSEE IMPORT CARGO PROCESSING

**UNIT CODE**: LOG/OS/CF/CR/01/6/A

**UNIT DESCRIPTION**

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

**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. Prepare pre-clearance documentation | * 1. Notification of cargo from client is received as per SOPs   2. Quotation is prepared as per SOPs   3. ***Pre-clearance process*** is carried out as per SOPs |
| 1. Collect clearance documents | * 1. Notification of shipment arrival is received 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. Carry out customs clearance process | * 1. ***Clearance*** ***documents*** are prepared as per SOPs   2. Clearance documents are presented to customs as per SOPs   3. Shipment is verified as per SOPs   4. Shipment is released as per SOPs   5. 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 organisation’s guideline 3. Proof of delivery is provided as per organisation’s policy |
| 1. Invoice/Maintain import records | 1. Clearance documents are forwarded to accounts as per organisation policy 2. Invoicing is carried out as per organisation policy 3. Payments are received as per organization policy |

**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. Pre-clearance process may include but is not limited to: | * IDF (Import Declaration Form) * Permits   + KCAA letter   + Pro 1B/DA1   + Phyto-synthesis certificate (KEPHIS)   + COC (Certificate of Conformity) |
| 1. Customs payments may include but is not limited to | * VAT (Value Added Tax) * RDL (Road Development Levy) * IDF (Import Declaration Form) * Import duty |
| 1. Clearance documents may include but is not limited to | * Commercial invoice * Airway bill * Bill of landing * Packing list |

**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. Received notification of cargo from client accordingly 2. Prepared quotation correctly 3. Carried out Pre-clearance process accordingly 4. Received Notification of shipment arrival accordingly 5. Collected clearance documents accordingly 6. verified Clearance documents accordingly 7. Carried online declaration accurately 8. made Customs Payments accordingly 9. Prepared notification of Delivery (NOD) correctly 10. Delivered Shipment to the client accordingly 11. Cleared shipments are invoiced as per organisation policy 12. Made Payments accordingly |
| 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 4. Third party |
| 1. Context of Assessment | 1. Competency may be assessed on the job, 2. Off the job or a combination of these. 3. 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 EXPORT CARGO PROCESSING

**UNIT CODE:** LOG/OS/CF/CR/02/6/A

**UNIT DESCRIPTION**

This unit describes the competencies required to oversee export cargo processing. It involves receiving shipment notification and instructions, packaging/weighing freight cargo, Processing shipping documents, booking and delivering shipment and invoicing/maintaining export records

**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. Receive shipment notification 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 SOPs |
| 1. Package/Weigh freight cargo | * 1. Packaging is determined as per ***nature of cargo***   2. ***Weighing*** is carried out as per SOPs   3. Weight calculation method is identified as per SOPs   4. Cargo is verified/processed as per customs procedures   5. ***Transportation method*** is determined based on nature of cargo.   6. Freight charges are determined as per organization policy   7. Handling and clearing costs at ***ports*** of loading are determined based on size and duration of cargo   8. Insurance charges are processed as per SOPs   9. Freight costs are computed 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 forwarded as per Organizational policy   5. Shipping documents are maintained as per SOPs |
| 1. Book and deliver shipment | * 1. *Cargo is forwarded as per SOPS*   2. Cargo is booked as per SOPs   3. Cargo is shipped as per SOPs |
| 1. Invoice/Maintain export records | * 1. Clearance documents are forwarded to accounts as per organisation policy   2. Invoicing is carried out as per organisation policy   3. Payments are received as per organisation policy |

**Range**

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Nature of the cargo may include but is not limited to: | * Liquids * Solids * Hazardous |
| 1. Weighing may include but is not limited to: | * Actual Weight * Dimensions |
| 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. Transportation method may include but is not limited to: | * Road * Air * Rail * Sea * Intermodal * Pipeline |
| 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
* Communication
* 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 notification of shipment correctly 2. Arranged collection of shipment correctly 3. Allocated airline/vessel appropriately 4. Determined packaging correctly 5. Carried out weighing accurately 6. Identified Weight calculation method correctly 7. verified cargo correctly 8. Determined transportation method correctly 9. Determined freight charges correctly 10. Determined handling and clearing correctly 11. Processed service and insurance charges accurately 12. Computed freight costs accurately 13. Verified shipping documents accurately 14. Prepared Cargo manifest correctly 15. Recorded and maintained Shipping documents appropriately 16. Booked Cargo correctly 17. Shipped cargo correctly 18. Forwarded clearance documents accordingly 19. Carried invoicing correctly 20. Received payments correctly |
| 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 4. Practicals 5. Assignments |
| 1. Context of Assessment | 1. Competency may be assessed on the job, 2. Off the job or a combination of these. 3. 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/CF/CR/03/6/A

**UNIT DESCRIPTION**

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

**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. Design/layout a warehouse | * 1. Warehouse is designed based on nature of goods   2. Warehouse is laid out based on nature of goods   3. Warehouse is designed out based on size of goods |
| 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 organizational policy.   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 alteration 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 built of strong walls and reinforced roofs as per standards operation procedures.   3. Warehouses are locked up as per workplace policy and standards operation procedures.   4. Warehouse goods are inspected as per workplace policy and standards operation procedures   5. Warehouse security guards are vetted as per SOPs   6. ***Security surveillance systems*** are monitored as per workplace policy.   7. Risk of theft of stored goods is assessed and ***mitigation measures*** put in place 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 are procured as per SOPs   3. Procured plant and equipment are issued as per SOPs   4. Warehouse plant and equipment maintenance schedule is prepared as per SOPs   5. Plant and equipment maintenance reports are prepared as per SOPs |

**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. Goods are classified may include but is not limited to: | * Value * Perishability * Activity based classification * Flammability * Strength * Size * Durability |
| 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 * Sniffer dogs |
| 1. High value goods may include but is not limited to: | * Gold * Diamonds * High technology products * Bank notes * Jewelry |
| 1. Mitigation measures may include but is not limited to: | * Bond |

**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. Designed warehouse correctly 2. Laid warehouse correctly 3. Classified goods correctly. 4. Arranged goods in the warehouse appropriately 5. Recorded warehoused goods correctly 6. Prepared registers correctly. 7. Filed delivery documents correctly 8. Carried stock taking accurately 9. Controlled storage pests correctly 10. Stored goods appropriately 11. Utilized/issued warehoused goods correctly 12. Secured warehoused goods are from alteration correctly 13. Maintained warehouse correctly 14. Locked high value goods are stored in cages within the warehouse appropriately. 15. Reinforced warehouses are built of strong walls and roofs correctly 16. Locked warehouses correctly. 17. Inspected warehouse goods appropriately 18. Vetted warehouse watchmen accordingly 19. Monitored security surveillance systems correctly 20. Assessed and mitigated risk of theft of stored goods correctly 21. Identified Plant and equipment requirements correctly 22. Procured warehouse plant and equipment correctly 23. Issued Procured plant and equipment accordingly 24. Prepared warehouse plant and equipment maintenance correctly 25. Prepared plant and equipment maintenance reports accurately |
| 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’s |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written text 2. Interview 3. Observation 4. Assignments 5. practical |
| 1. Context of Assessment | 1. Competency may be assessed on the job, 2. Off the job or a combination of these. 3. 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 DISPATCH/DISTRIBUTION OF GOODS

**UNIT CODE:** LOG/OS/CF/CR/04/6/A

**UNIT DESCRIPTION**

This unit describes competencies required to oversee dispatch/distribution of goods. It involves developing organization communication policy/guidelines, establishing goods distribution channels, preparing delivery documents, tracking movement of goods, overseeing delivery of goods, maintaining dispatch /distribution records and complying with laws, regulations and/or standards

**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. Develop organisation communication policy/guidelines | * 1. Existing communication policies are identified and reviewed as per Organization guidelines   2. Communication policy/guideline is developed based on SOPs   3. Communication policy is disseminated and implemented as per SOPs |
| 1. Establish goods distribution channels | * 1. Prospective customers are identified by location as per workplace policy.   2. A map of customers based on their location is drawn as per standard operating procedures.   3. Most efficient distribution routes are established based on principles of cost minimization.   4. Dispatch schedule is prepared based on delivery urgency and distribution route |
| 1. Prepare delivery documents | * 1. ***Delivery documents*** are identified based on organisation policy   2. Delivery documents are prepared as per Organization policy   3. Delivery documents are maintained as per organisation policy |
| 1. Track movement of goods | * 1. Transport fleet is fitted with motor ***vehicles tracking system*** as per SOPs.   2. Transport fleet tracking systems are monitored regularly as per workplace policy.   3. Transport fleet tracking systems are maintained as per SOPs   4. Predetermined transport channels are adhered to as per workplace policy. |
| 1. Oversee delivery of goods to customers | * 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 as per workplace policy.   4. Endorsed delivery notes are maintained as per workplace policy. |
| 1. Maintain dispatch records | * 1. Dispatch records are developed based on workplace policy   2. Dispatch records are analysed as per workplace policy   3. Dispatch records are maintained based on workplace policy |
| 1. Comply with laws, regulations and/or standards | * 1. Relevant laws and regulations standards are identified as per SOPs   2. Relevant laws and regulations standards are disseminated in line with the workplace policy   3. Compliance with laws and regulations standards is monitored as per workplace policy and SOPs |

**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. Delivery documents may include but is not limited to: | * Notification of delivery * Commercial invoice * Packing list * Authorization certificate |
| 1. Transport fleet may include but is not limited to: | * Trucks * Pick-Ups * Cargo Planes * Tractors * Motorbikes * Trailers |
| 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
* Analytical
* Interpersonal
* Communication
* Evaluation
* Problem solving
* Critical thinking
* Risk management and assessment
* 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 | 1. Assessment requires evidence that the candidate 2. Identified and reviewed existing communication policies correctly 3. Developed communication policy/guideline correctly 4. Disseminated and implemented communication policy correctly 5. Identified prospective customers by location accordingly 6. Drew a map of customers accurately. 7. Established most efficient distribution routes correctly 8. Prepared dispatch schedule correctly 9. Identified delivery documents correctly 10. Prepared delivery documents accordingly 11. Maintained delivery documents correctly 12. Fitted transport fleet with motor vehicles tracking system correctly. 13. Monitored transport fleet tracking systems accordingly 14. Maintained transport fleet tracking systems appropriately 15. Adhered to Predetermined transport channels correctly 16. Supervised distribution staff accordingly. 17. Delivered goods to customers correctly 18. Endorsed delivery notes correctly. 19. Maintained endorsed delivery notes correctly 20. Developed dispatch records appropriately 21. Analysed dispatch records correctly 22. Maintained dispatch records correctly 23. Identified relevant laws and regulations standards correctly 24. Disseminated relevant laws and regulations standards accordingly 25. Monitored compliance with laws and regulations standards accordingly |
| 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 4. Third party 5. Practical 6. Assignments |
| 1. Context of Assessment | 1. Competency may be assessed on the job, 2. Off the job or a combination of these. 3. 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. |

# PLAN AND MANAGE ORGANISATIONAL SECURITY PROCEDURES

**UNIT CODE:** LOG/OS/CF/CR/06/6/A

**UNIT DESCRIPTION**

This unit describes competencies required to plan and manage organizational security procedures. It involves assessing security risks, specifying security requirements, implementing security plans, monitoring, reviewing system performance and maintaining security records

**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. Assess security risks | * 1. Records of ***security risks*** are reviewed to identify past security incidents   2. Risks to the ***security of the organisation*** are identified as per SOPs   3. Risks are assessed and compared with existing security measures as per organisation policy   4. Identified risk and current security processes are addressed. |
| 1. Specify security requirements | * 1. Decisions and adjustments to security equipment, facilities and services are made based on risk assessment   2. Security arrangements are documented and implementation strategies are established as per organizational policy   3. Security performance indicators is prepared in accordance with workplace policy   4. Security is disseminated to relevant stakeholders as per SOPs |
| 1. Implement security plan | * 1. Implementation priorities are identified as per SOPs   2. Competencies required for work are identified as per security plan   3. Staff are allocated, trained and assessed to meet identified requirements as per organizational policy   4. Equipment and facilities are obtained and allocated as per SOP   5. Workplace security policies and procedures are amended as per SOPs |
| 1. Monitor and review system performance | * 1. Security reports are collected and categorised as per SOPs   2. Reports are compared to identify trends in breaches as per organizational policy   3. Security procedures are modified as per SOPs |
| 1. Maintain security records | * 1. Security records are developed based on workplace policy   2. Security records are analysed as per workplace policy   3. Security records are maintained based on workplace policy |

**Range**

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Security risks may include but is not limited to: | * Breaches * terrorist * Theft * Damages |
| 1. Security of the organisation may include but is not limited to: | * Stock * Personnel * Facilities * Information * Equipment |

**REQUIRED KNOWLEDGE**

* Security policies
* Security systems
* Workplace documentation procedures
* Organisation risks and hazards
* Management of security procedures
* Staff training
* Staff recruitment
* ICT
* Record keeping

**SKILLS**

* Digital literacy
* Planning
* Risk assessment
* Monitoring
* Report writing
* Communication
* Decision making
* Critical thinking
* 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 | 1. Assessment requires evidence that the candidate 2. Reviewed records of security risks accordingly 3. Identified risks to the security of the organisation correctly 4. Assessed and compared risks correctly 5. Made decisions and adjustments to security equipment, facilities and services accordingly 6. Documented security arrangements and implementation strategies appropriately 7. Prepared security performance indicators correctly 8. Disseminated security to relevant stakeholders accordingly 9. Identified implementation priorities correctly 10. Identified competencies required for work correctly 11. Trained, assessed and allocated staff to meet identified requirements accordingly 12. Obtained and allocated equipment and facilities correctly 13. Amended workplace security policies and procedures correctly 14. Collected and categorised security reports correctly 15. Compared reports to identify trends in breaches accordingly 16. Modified security procedures correctly 17. Developed security records correctly 18. Analysed security records accordingly 19. Maintained security records correctly |
| 1. Resource Implications | The following resources should be provided:   1. Computers 2. Computer software 3. Simulated workplace environment 4. Communication equipment 5. Screening equipment |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written text 2. Interview 3. Observation 4. Third party 5. Assignments 6. Practical |
| 1. Context of Assessment | 1. Competency may be assessed on the job, 2. Off the job or a combination of these. 3. 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/CF/CR/06/6/A

**UNIT DESCRIPTION**

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

**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. Nurture and build supportive customer relationships | * 1. Customer reviews are planned and analysed based on organisation’s guidelines   2. Strategies for improving customer relationships are developed based on customer views   3. ***Incentives*** for improving customer relationships are identified based on developed strategies   4. Clients are maintained as per organisation’s policy |
| 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 organisational policy |
| 1. Handle queries | * 1. Queries are received from clients   2. Queries are analysed   3. Solutions are settled based on the queries |
| 1. Organise shipment collection/dispatch | * 1. Notification of cargo from client is received as per SOPs   2. Collection of shipment is arranged as per organization policy   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   6. Shipment movement is monitored as per organization policy |
| 1. Prepare client update | * 1. Data on the consignment status is collected as per organisation’s guidelines   2. Clients are updated on the position of their shipment as per company guidelines   3. Client update is maintained as per organisation policy. |
| 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 stored based on organisation policy |

**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. Incentives may include but is not limited to: | * Gifts * Luncheons * Client visits * Retreats * Team building |
| 1. Pre-alerts documents may include but is not limited to: | * Airway bill * Commercial invoice * Packing list * Proforma invoice * Purchase order * Bill of landing |
| 1. Description details may include but is not limited to: | * Weight * Dimensions * Value * goods description * Pick up address * Code |
| 1. Other agency charges may include but is not limited to: | * Airline charges * Shipping 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 | 1. Assessment requires evidence that the candidate 2. Planned and analysed customer reviews correctly 3. Developed strategies for improving customer relationships correctly 4. Identified incentives for improving customer relationships correctly 5. Maintained clients accordingly 6. Obtained cargo description details are from client correctly 7. Obtained other agency charges correctly 8. Prepared quotation correctly 9. Received queries are from clients correctly 10. Analysed queries accordingly 11. Settled solutions correctly 12. Received notification of cargo from client accordingly 13. Arranged collection of shipment correctly 14. Forwarded Pre-alerts documents correctly 15. Booked shipment correctly 16. Dispatched shipment to destination accordingly 17. Monitored shipment movement appropriately 18. Collected data on the consignment status correctly 19. Updated clients on the position of their shipment correctly 20. Maintained client update correctly. 21. Opened files correctly 22. Maintained shipment records correctly 23. Stored shipment files correctly |
| 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 | 1. Competency may be assessed on the job, 2. Off the job or a combination of these. 3. 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 ROAD TRANSPORT FLEET**

**UNIT CODE:** LOG/OS/CF/CR/07/6/A

**UNIT DESCRIPTION**

This unit describes competencies required to manage road transport fleet. It involves executing fleet replacement policies, providing workshop services, maintaining organisation fleet and maintaining fleet records.

**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. Execute fleet replacement policies | * 1. Workshop policies are identified as per the operational plans   2. Workshop policies are classified as per the operational plans   3. Workshop policies are interpreted as per the operational plan   4. Workshop policies are communicated as per the standard operating procedures   5. Workshop policies are implemented as per operational plans   6. Workshop policies are reviewed as per operational plans |
| 1. Provide workshop services | 1. ***Workshop tools and equipment*** are identified based on services to be offered 2. Workshop tools and equipment are identified 3. Workshop tools and equipment are procured as per the SOPs 4. Workshop is operationalised as per SOPs 5. Workshop floor operations are implemented as per SOPs 6. Workshop database is maintained as per SOPs |
| 1. Maintain organisation Fleet | * 1. Fleet mechanical and operational conditions are assessed as per SOPs   2. Diagnostic tests are carried out as per SOPs   3. Fleet lubrication systems are serviced as per SOPs   4. ***Service parts*** are replaced/serviced based on part conditions   5. Road tests are carried out and service and repair procedures finalized as per SOPs   6. Fleet maintenance reports are prepared in line with workplace policy   7. Fleet mechanical and operational conditions are reviewed as per work place policy |
| 1. Maintain Fleet records | * 1. ***Fleet records*** are obtained and categorised based on workplace procedures   2. Fleet maintenance and management systems are implemented in line with workplace policy   3. Fleet records are regularly updated in line with workplace procedures   4. Security of fleet records is provided and maintained as per SOPs   5. Fleet reports prepared according to workplace procedures   6. Disposal and archival of fleet records is carried out according to workplace procedures and policy |

**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. Service parts may include but is not limited to: | * Oil, fuel, air and diesel exhaust filters * Wiper blades * Spark plugs * Brake pads/linings * Drive belts * Seals and gaskets * Tyre fitting and puncture repair * Lining/pad * Fan belts |
| 1. Workshop tools and equipment may include but is not limited to: | * Spanners * Jacks * Tool box * Screw drivers * Jump cables * Ramps * Lifting equipment * Lubricating machines * Air pressure pumps * Fire extinguishers |
| 1. Fleet records may include but is not limited to: | * Tachograph records * Dispatch records * Driver’s records * Registers * Vehicle logbooks * Insurance records * Licenses * Fuel records * Radio communication records * Inventory records * Depot records |

**REQUIRED KNOWLEDGE**

* Types of vehicle workshop layouts
* Workshop tools, equipment, materials and supplies
* Procurement procedures and legal regulations
* Service procedures
* Mechanical engineering principles
* Electrical engineering principles
* Relevant technical information
* Safe handling of workshop equipment and tools
* Vehicle safety requirements
* Workshop policies
* Database maintenance
* Workshop floor operations
* Management of storage facility
* Personal safety procedures
* Use of fire Extinguishers and fire prevention
* Storage/Disposal of Hazardous/flammable materials
* Positive Work Values (Perseverance, Honesty, Patience, Attention to Details)

**SKILLS**

* Handling of oils (Gear, oil, engine oil)
* Familiarization/Classification of Lubricants
* Lubrication Procedure
* Wheels and tyres maintenance
* Vehicle body repair and spray painting
* Vehicle mechanical operations
* Vehicle electrical and electronic operations

**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 execute fleet replacement policy 2. Demonstrated ability to provide workshop services 3. Demonstrated ability to maintain organisation fleet 4. Maintained fleet records |
| 1. Resource Implications | The following resources should be provided:   1. Workplace: Real or simulated work area 2. Appropriate Tools & equipment 3. Materials relevant to the activity 4. Computers 5. PPE 6. Workshops |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written test 2. Interview 3. Observation 4. Third party reporting |
| 1. Context of Assessment | 1. Competency may be assessed on the job, 2. Off the job or a combination of these. 3. 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. |