****

**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**CUSTOMS TECHNICIAN**

**LEVEL 6**



TVET CDACC

P.O. BOX 15745-00100

NAIROBI

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# FOREWORD

The provision of quality education and training is fundamental to the Government’s overall strategy for social economic development. Quality education and training will contribute to achievement of Kenya’s development blueprint, Vision 2030 and sustainable development goals.

Reforms in the education sector are necessary for the achievement of Kenya Vision 2030 and meeting the provisions of the Constitution of Kenya 2010. The education sector had to be aligned to the Constitution of Kenya 2010 and this resulted in the formulation of the Policy Framework for Reforming Education and Training (Sessional Paper No. 4 of 2016). A key feature of this policy is the radical change in the design and delivery of the TVET training. This policy document requires that training in TVET be competency based, curriculum development be industry led, certification be based on demonstration of competence and mode of delivery allows for multiple entry and exit in TVET programmes.

These reforms demand that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that these Occupational Standards were developed for developing a competency-based curriculum for Customs administration level 6. 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 Business 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 and Sessional Paper No. 4 of 2016 on Reforming Education and Training in Kenya, emphasized the need to reform curriculum development, assessment and certification. This called for a shift to CBET to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labor force.

The TVET Curriculum Development, Assessment and Certification Council (TVET CDACC), in conjunction with Taxation and Customs sector Skills advisory Committee (SSAC) have developed these Occupational Standards for Customs proper officer. These standards will be the basis for development of competency-based curriculum for Customs administration Certificate 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, Taxation and Customs SSAC, expert workers and all those who participated in the development of these Occupational Standards.

**CHAIRPERSON**

**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 Taxation and Customs Sector Skills advisory Committee (SSAC) members for their contribution to the development of these Standards.

My gratitude and appreciation goes to all the individuals and organizations who participated in the development of these Standards.

**CHAIRPERSON**

**TAXATION AND CUSTOMS SECTOR SKILLS ADVISORY COMMITTEE**

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# ABBREVIATIONS AND ACRONYMS

BC Basic Competency

BUS Business

CR Core Competency

CT Customs

EACCMA East Africa Community Customs Management Act

ICT Information Communication Technology

OS Occupational Standards

OSH Occupation Safety and Health

OSHA Occupation Safety and Health Act

OSHS Occupational Safety and Health Standards

PPE Personal Protective Equipment

SSAC Sector Skills advisory Committee

TC Taxation and Customs

TVET CDACC TVET Curriculum Development Assessment and Certification Council

TVET Technical and Vocational Education and Training

# KEY TO UNIT CODE

BUS/OS/TC/BC/01/6/A

Industry or sector

Occupational Standards

Occupational area

Type of competency

Competency number

Competency level

Version control

# OVERVIEW

Customs Administration level 6 qualification consists of competencies that an individual must achieve to work in a Customs industry. It involves classifying Customs goods, applying rules of origin, determining Customs goods valuation, managing Customs procedures, enforcing Customs laws, carrying out border control, managing Customs warehouse, managing Customs information systems and carrying out post clearance audit.

The units of competency comprising Customs Administration level 6 qualification include the following:

**BASIC COMPETENCIES**

|  |  |
| --- | --- |
| **Unit of Learning Code** | **Unit of Learning Title** |
| BUS/OS/TC/BC/01/6/A | Demonstrate Communication Skills |
| BUS/OS/TC/BC/02/6/A | Demonstrate Numeracy Skills |
| BUS/OS/TC/BC/03/6/A | Demonstrate Digital Literacy |
| BUS/OS/TC/BC/04/6/A | Demonstrate Entrepreneurial Skills |
| BUS/OS/TC/BC/05/6/A | Demonstrate Employability Skills |
| BUS/OS/TC/BC/06/6/A | Demonstrate Environmental Literacy |
| BUS/OS/TC/BC/07/6/A | Demonstrate Occupational Safety And Health Practices |

**COMMON COMPETENCY**

|  |  |
| --- | --- |
| **Unit Code** | **Unit Title** |
| BUS/OS/TC/CC/01/6/A | Apply Principles Of Management |
| BUS/OS/TC/CC/02/6/A | Carry Out Customs Research |
| BUS/OS/TC/CC/03/6/A | Manage Customs Information Systems |

**CORE COMPETENCIES**

|  |  |
| --- | --- |
| **Unit Code** | **Unit Title** |
| BUS/OS/TC/CR/01/6/A | Classify Customs Goods |
| BUS/OS/TC/CR/02/6/A | Apply Rules Of Origin |
| BUS/OS/TC/CR/03/6/A | Determine Customs Goods Valuation |
| BUS/OS/TC/CR/04/6/A | Manage Customs Procedures |
| BUS/OS/TC/CR/05/6/A | Enforce Customs Laws |
| BUS/OS/TC/CR/06/6/A | Carry Out Border Control |
| BUS/OS/TC/CR/07/6/A | Manage Customs Warehouse |
| BUS/CU/TC/CR/08/6/A | Carry Out Post Clearance Audit |

**BASIC UNITS OF COMPETENCY**

**DEMONSTRATE COMMUNICATION SKILLS**

**UNIT CODE:** BUS/OS/TC/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:** BUS/OS/TC/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:** BUS/OS/TC/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 :** BUS/OS/TC/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**  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. 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:** BUS/OS/TC/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:** BUS/OS/TC/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 , analyzing 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 analyzed and recorded according to industry procedures.   4. Current work processes to access information and data is analyzed following enterprise protocol. |
| 1. Identify environmental legislations/conventions for environmental concerns | 1. Environmental legislations/conventions and local ordinances are identified according to the different environmental aspects/impact 2. Industrial standard/environmental practices are described according to the different environmental concerns |
| 1. Implement specific environmental programs | 1. Programs/Activities are identified according to organizations policies and guidelines. 2. Individual roles/responsibilities are determined and performed based on the activities identified. 3. Problems/constraints encountered are resolved in accordance with organizations’ policies and guidelines 4. Stakeholders are consulted based on company guidelines |
| 1. Monitor activities on Environmental protection/Programs | 1. Activities are periodically monitored and Evaluated according to the objectives of the environmental program 2. Feedback from stakeholders are gathered and considered in Proposing enhancements to the program based on consultations 3. Data gathered are analyzed based on Evaluation requirements 4. Recommendations are submitted based on the findings 5. Management support systems are set/established to sustain and enhance the program 6. Environmental incidents are monitored and reported to 7. concerned/proper authorities |
| 1. Analyze 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 analyzed 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:** BUS/OS/TC/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. |

# COMMON UNITS OF COMPETENCE

# APPLY PRINCIPLES OF MANAGEMENT

**UNIT CODE:** BUS/OS/TC/CC/01/6/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to apply principles of management**.** It involves planning business function, organizing business function, performing Staffing function, directing business function and controlling business function.

**ELEMENTS AND PERFORMANCE CRITERIA**

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| --- | --- |
| **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. Plan business function | 1. Planning process is established as the organizational requirements. 2. Types of planning are determined as SOPs. 3. Decision making process are established as per the SOPs |
| 1. Organize business function | 1. Principles of organizing are established as per the SOPs. 2. Process of organizing is determined as per the SOPs 3. Organizational structures are developed as per the work place requirements 4. Authority, responsibility and power is established as per the organizational requirement. 5. Delegation process is established as per the SOPs 6. Coordination process is determined. |
| 1. Perform Staffing function | 1. Recruitment and selection are carried out as per the organizational requirements. 2. Training and development are carried out as per the work place procedures 3. Performance appraisal is conducted as per the work place objectives. 4. Reward and compensation are administered as per the work place requirements. 5. Separation process is carried out as per the work place requirements. |
| 1. Direct business function | 1. Directing process is identified and established as per the SOPs. 2. ***Leadership styles*** are determined as per the work place needs. 3. Supervision is carried out par the work place requirements 4. Motivation process is determined as per the work place requirements. 5. Communication structure is developed as per SOPs. |
| 1. Control business function | 1. Control processes are identified as per the work place procedures. 2. Types of control systems are developed as per the work place requirements 3. Effective control systems are established as per the work place procedures. |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Leadership styles may include but not limited to: | * Bureaucratic leadership * Charismatic leadership * Situational leadership * Autocratic leadership |

**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
* Critical thinking
* Decision making
* Communication
* Time management
* Planning
* Organizing
* Directing

**Required knowledge**

The individual needs to demonstrate knowledge of:

- Information technology and management

- Globalization

- Business ethics and integrity

- Corporate Social responsibility

**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 the ability to plan business function 2. Demonstrated the ability to organize business function 3. Demonstrated the ability to perform Staffing function 4. Demonstrated the ability to direct business function. 5. Demonstrated the ability to control business function. |
| * + - 1. Resource Implications | The following resources must be provided:   * 1. Policy documents |
| * + - 1. Methods of Assessment | Competency may be accessed through:   * 1. Observation   2. Written tests   3. Oral questioning   4. Third party report |
| * + - 1. Context of Assessment | Competency may be assessed:   1. On-the- job 2. Off the job 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 roles is recommended. |

# CONDUCT CUSTOMS RESEARCH

**UNIT CODE:** BUS/OS/TC/CR/02/6/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to conduct Customs research. It involves identifying Customs problem, preparing research proposal, determining research approach, collecting Customs data, analysing Customs data and presenting Customs information. .

**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 Customs problem | 1. Survey is done based on the Customs records as per the SOPS 2. Scope of the study is established as per the SOPS 3. A research title is formulated as per the SOPs 4. ***Research hypothesis*** is formulated as per the SOPS |
| 1. Prepare research proposal | 1. Background, research problem and rationale for the research is indicated as per the SOPS 2. Research objectives are prepared as per the SOPs 3. Literature review is carried out as per the SOPS 4. Scope and limitations of the research are determined as per the SOPS 5. Knowledge gap is determined as per the SOPS |
| 1. Determine research approach | 1. Research method is determined 2. ***Data collection methods*** are selected as per the SOPS 3. Data processing methods are determined as per the SOPS 4. ***Research design*** is determined as per the SOPS 5. Data Collection and Data Analysis Procedures are determined as per the SOPS 6. ***Sampling technique*** is determined as per the SOPS |
| 1. Collect Customs data | 1. Customs data parameters are set 2. Customs data sources are selected as per the SOPS 3. Customs data is retrieved as per the Sops |
| 1. Analyse Customs data | 1. Collected data is organized as per the SOPS 2. Data validation is carried out as per SOPS 3. ***Data analysis technique*** is selected and applied as per SOPS |
| 1. Present Customs information | 1. Presentation method is identified and selected as per SOPS 2. Research findings are reported in a prescribed format as per SOPS 3. Research conclusions are drawn as per SOPS 4. Information results and recommendations are documented as per SOPS |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Research method may include but not limited to: | * Qualitative method * Quantitative methods * Mixed methods |
| 1. Data collection methods may include but not limited to: | * Observations * Interview * Questionnaire * Survey * Focus groups |
| 1. Sampling technique may include but not limited to: | * Simple random * Stratified * Convenience * Cluster * Systematic |
| 1. Research hypothesis may include but not limited to: | * Null * Alternative |
| 1. Research designs may include but not limited to: | * Descriptive * Exploratory * Experimental * Causal |
| 1. Data analysis technique may include but not limited to: | * Formulaes * Charts |

**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
* Numeracy
* Communication

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Customs laws
* Statistics

**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 the ability to identify Customs problem 2. Determined research approach 3. Collected Customs data 4. Analysed Customs data 5. Presented Customs information |
| * + 1. Resource Implications | The following resources must be provided:   1. Creative brief |
| * + 1. Methods of Assessment | Competency may be accessed through:   1. Written tests 2. Observation 3. Oral questions 4. Third party report 5. Project and report writing |
| * + 1. Context of Assessment | Competency may be assessed on:   * 1. On the job   2. Off the job   3. In a Simulated workplace setting |
| * + 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended. |

# MANAGE CUSTOMS INFORMATION SYSTEMS

**UNIT CODE:** BUS/OS/TC/CC/03/6/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to manage Customs information systems. It involves determining Customs computer systems, inputting Customs data, producing output data, accessing computer information and maintaining data security and control.

**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. Determine Customs computer systems | 1. Customs feasibility study is conducted as per SOPs 2. Customs computer software is designed as per SOPs 3. Customs computer software is developed as per SOPs 4. Consignment reference is created as per organizational guidelines |
| 1. Input Customs data | 1. Customs computer tasks are identified. 2. Declarations and requests are keyed in the Customs computer system as per SOPs 3. Declarations and requests are reviewed as per SOPs 4. Declarations and requests file is saved 5. Input data is compiled as per SOPs |
| 1. Produce output data | 1. Input data is validated as per organizational guidelines 2. Input data is processed as per SOPs 3. Processed information is interpreted per organizational guidelines 4. Output information report is generated 5. Output information is stored |
| 1. Access computer information | 1. ***Computer access controls*** are determined per organizational guidelines 2. Access authorization is provided as per the SOPs 3. Computer information access limitation is determined as per the organizational policy 4. Information access audit trail is logged as per the SOPs |
| 1. Maintain data security and control | 1. ***Computer security threats*** are identified. 2. Security prevention measures are established. 3. Security and ***control measures*** are selected as per the organizational guidelines. 4. Security and control measures are executed as per the SOPs. |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Computer access controls may include but not limited to: | * Physical controls * Procedural controls * Technical controls * Regulatory compliance controls |
| 1. Computer security threats may include but not limited to: | * Phising * Adware * Spyware * Unauthorized access * Viruses |
| 1. Control measures may include but not limited to: | * Password * Two-factor authentication * Single sign on * Encryption * Restricted access |

**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
* Communication
* Interpersonal
* Organizational
* Innovation
* Creativity

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Organizational Policy and procedures
* Current affairs
* Ethics in ICT
* Technological development

**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. Determined Customs computer systems 2. Demonstrated the ability to Input computer data 3. Produced output data 4. Accessed computer information 5. Demonstrated the ability to maintain data security and control |
| * + 1. Resource Implications | The following resources must be provided:   1. Software manuals |
| * + 1. Methods of Assessment | Competency may be assessed through:   * 1. Interview   2. Observation   3. Written tests   4. Third party repor |
| * + 1. Context of Assessment | Competency may be assessed on:   * 1. On the job   2. Off the job   3. In a Simulated workplace setting |
| * + 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended. |

# CORE UNITS OF COMPETENCE

# CUSTOMS GOODS CLASSIFICATION

**UNIT CODE:** BUS/OS/TC/CR/01/6/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to classify Customs goods. It involves, verifying declared tariff, compiling trade statistics, determining tariff offences, drawing Customs samples, monitoring trade on controlled goods, and managing trade barriers.

**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. Verify declared tariff | 1. Declared tariff is established as per the HS nomenclature 2. Customs goods are identified as per the SOPs. 3. ***Features of Customs goods*** are determined as per the SOPs. 4. Interpretative rules are applied as per the HS nomenclature 5. ***Legal texts*** are identified and applied as per the Customs rules and regulations. 6. Tax rate is determined as per the HS nomenclature. |
| 1. Compile trade statistics | 1. Customs data is obtained based on the HS code. 2. Customs data is analysed and interpreted as per the organizational guidelines. 3. Customs report is generated and presented as per the organizational guidelines. |
| 1. Determine tariff offences | 1. ***Tariff offence*** is determined as per the Customs rules and regulations 2. Tariff offence is compounded in line with Customs rules and regulations 3. Taxes are collected as per the organizational policy. |
| 1. Drawing Customs samples | 1. Customs goods sample is drawn as per the organizational guidelines 2. Laboratory analysis is conducted as per the SOPs. 3. Laboratory results are compared against the decelerated tariff heading. 4. Proper declaration is established 5. Taxes are collected as per the organizational policy. |
| 1. Monitor trade on controlled goods | 1. ***Controlled goods*** are identified as per the Customs rules and regulations. 2. Controlled goods are classified as per the HS book. 3. Statistics on controlled goods are compiled as per the SOPs. 4. Controlled goods are monitored as per the rules and regulation. |
| 1. Manage trade barriers | 1. ***Trade barriers***/dispute is identified as per the trade laws. 2. Material facts are gathered as per the organizational guidelines. 3. Material facts are analysed as per the SOPs. 4. Trade barriers are settled based on the analysis. |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Features of Customs goods may include but not limited to: | * Material content * Finished and unfinished * Essential character * Composite goods * Mixtures * Goods put up in sets for retail |
| 1. Tariff offence may include but not limited to: | * Miss-declaration of tariff heading * Fraud |
| 1. Controlled goods may include but not limited to: | * Prohibited * Restricted |
| 1. Trade barriers includes but not limited to: | * Tariffs * Non-tariffs * Quotas * Voluntary restraints |
| 1. Legal texts includes but not limited to: | * Case studies * Explanatory notes * Provisions of First schedule in EACCMA * Advisory opinions * Commentaries |

**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
* Numeracy
* Communication
* Report writing
* Problem solving

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Clearing and forwarding
* International trade
* Customs laws
* Basic Accounting
* Customs Procedure

**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. Verified declared tariff 2. Compiled trade statistics 3. Determined tariff offences 4. Demonstrated the ability to draw Customs samples 5. Monitored trade on controlled goods 6. Managed trade barriers |
| * + 1. Resource Implications | The following resources must be provided:   1. Valuation Manual 2. Tariff Manual 3. Case Study |
| * + 1. Methods of Assessment | Competency may be accessed through:   1. Written tests 2. Observation 3. Oral questions 4. Third party report 5. Project and report writing |
| * + 1. Context of Assessment | Competency may be assessed on:   * 1. On the job   2. Off the job   3. In a Simulated workplace setting |
| * + 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended. |

# APPLY RULE OF ORIGIN

**UNIT CODE:** BUS/OS/CT/CR/02/6/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to apply rule of origin. It involves determining origin of goods, determining origin of material content, ex-factory cost, determining change in tariff, processing certificate of origin and determining preferential treatment of goods.

**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. Determine origin of goods | 1. Goods are classified as per the SOPs. 2. Preferential and non- preferential origin is established as per the organizational policy. 3. Features of trade agreements are determined as per Customs rules and regulations. 4. Goods documents are reviewed as per the organizational guidelines. 5. Country of manufacture is determined as per the organizational requirement. 6. Rules of origin are applied sequentially as per the organizational policy. 7. Origin of the goods is determined as per the organizational policy. |
| 1. Determine origin of material content | 1. Goods material components are identified as per the SOPs. 2. Quantity of local material content is determined based on the country of manufacture. 3. Origin of goods material content is determined based on material content rule. |
| 1. Determine ex-factory cost | 1. Finished goods, raw material and factory overhead costs are identified. 2. Ex-works value added is computed based on the ratio of value added to total ex-factory costs. 3. Origin of goods is determined based on ex-factory value rule. 4. ***Ex-factory costs*** are established based on the charges computation. |
| 1. Determine change in tariff | 1. Tariff heading is established as per HS book. 2. Transformation of raw materials is carried out based on change in tariff heading. 3. Change in tariff heading is determined based on change in HS book tariff heading rule. |
| 1. Process certificate of origin | 1. Application for certificate of origin form is filled as per the organization guidelines. 2. Supporting documents are attached based on the application as per the organization guidelines. 3. Certificate of origin application is approved as per the organizational guidelines. |
| 1. Determine preferential treatment of goods | 1. Importer or exporter certificate of origin is reviewed and approved based on the country of origin. 2. ***Preferential tax rate*** is determined as per the HS book. 3. Preferential tax rate is applied as per the HS book. |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Preferential tax rate includes but not limited to: | * Lower tax rate * No tax * No required documentation |
| 1. Ex-factory costs includes but not limited to: | * Value added charges * Delivery charges * Subsequent taxes |

**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:

* Judgement
* Analytical
* Numeracy
* Decision making
* Time management
* Interpersonal relations
* Communication

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Policies and regulations
* International trade/ Bloc trade rules
* Tariff shift
* HS code
* Customs Laws

**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. Determined origin of goods 2. Determined material content 3. Determined ex-factory cost 4. Determined change in tariff heading 5. Processed certificate of origin 6. Determined preferential treatment of goods |
| * + 1. Resource Implications | The following resources must be provided:   1. Case study 2. Rule Manual/ Handbook |
| * + 1. Methods of Assessment | Competency may be accessed through:   1. Written tests 2. Observation 3. Oral questions 4. Third party report 5. Project and report writing |
| * + 1. Context of Assessment | Competency may be assessed on:   * 1. On the job   2. Off the job   3. In a Simulated workplace setting |
| * + 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended. |

# DETERMINE CUSTOMS GOODS VALUATION

**UNIT CODE:** BUS/OS/CT/CR/03/6/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to determine Customs goods valuation. It involves inspecting Customs goods, carrying out market survey, sampling Customs goods, determining Customs value, computing Customs taxes and managing valuation disputes.

**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. Inspect Customs goods | 1. Customs goods agreement is applied as per the organizational policy. 2. Risk parameters are established as per the organizational guidelines. 3. Verification criteria are selected as per the standard operating procedures. 4. Customs goods are identified as per the organizational guidelines. 5. Methods of inspection are selected as per the standard operating procedures. 6. Inspection schedule is prepared as per the work place guidelines. 7. Customs documents are reviewed as per SOPs. 8. Inspection report is prepared as per the SOPs. |
| 1. Carry out market survey | 1. Market survey plan is developed as per organizational requirement. 2. ***Market survey techniques*** are determined and selected per organizational requirements. 3. Market survey is carried out as per the SOPs. 4. Data is obtained and analysed as per the SOPs. 5. Market survey report is prepared as per the SOPs. |
| 1. Sample Customs goods | 1. Goods features are identified as per the Import Declaration form (IDF) 2. ***Sampling techniques*** are determined and selected as per the organizational policy. 3. Customs goods are selected based on the sampling technique. |
| 1. Determine Customs value | 1. Customs valuation methods are identified as per SOPs. 2. Customs valuation methods are sequentially applied as per organizational guidelines. 3. Price reference database as a risk management tool is determined in line with organizational policy. 4. Variance analysis of the Customs value is prepared based on valuation manual. 5. Valuation report is prepared as per the organizational guidelines. |
| 1. Compute Customs taxes | 1. Taxes rates are determined as per the organizational policy. 2. Duty is computed based on the general rates as per organizational guidelines. 3. Customs value is verified as per the SOPs. |
| 1. Manage valuation disputes | 1. Valuation disputes are identified as per SOPs. 2. Valuation disputes evidence is obtained and reviewed as per organizational guidelines. 3. Dispute resolutions are determined and applied as per SOPs. 4. Customs valuation dispute is settled as per the SOPs. |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Market survey techniques may include but not limited to: | * Focus group * Observation * Interview * Questionnaire * Case studies |
| 1. Sampling techniques may include but not limited to: | * Simple random * Stratified * Convenience * Cluster * Systematic |

**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
* Numeracy
* Communication
* Decision making
* Problem solving
* Report writing

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Port operations
* Trade statistics
* WTO/WCO rules and regulations
* HS codes.
* Trade facilitation

**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. Inspected Customs goods 2. Demonstrated the ability to carry out market survey 3. Sampled Customs goods 4. Analysed Customs value 5. Computed Customs value 6. Computed Customs taxes 7. Demonstrated the ability to manage valuation disputes |
| * + 1. Resource Implications | The following resources must be provided:   1. HS Handbook 2. Valuation Manual book 3. Customs Handbook |
| * + 1. Methods of Assessment | Competency may be accessed through:   1. Written tests 2. Observation 3. Oral questions 4. Third party report 5. Project and report writing |
| * + 1. Context of Assessment | Competency may be assessed on:   * 1. On the job   2. Off the job   3. In a Simulated workplace setting |
| * + 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended. |

# MANAGE CUSTOMS PROCEDURES

**UNIT CODE:** BUS/OS/TC/CR/04/6/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to manage Customs procedures. It involves analysing customs declaration, determining import procedures ,determining export procedures ,determining warehousing procedures ,determining transit procedures ,determining trans-shipment procedures ,determining EPZ imports procedures ,determining EPZ exports procedures and determining exemption and remission procedures .

**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. Analyse Customs declaration | 1. Customs declaration is identified as per organizational guidelines. 2. Customs declaration parameters are reviewed as per organizational guidelines. 3. Declaration Supporting document are determined as per the SOPs. 4. Customs declaration is reconciled based on the supporting documents. 5. Customs declaration duties are secured. 6. Customs declaration is approved as per the SOPs. |
| 1. Determine import procedures | 1. Consignment manifest is verified as per Import Declaration form. 2. Customs entry is reviewed as per the SOPs. 3. Physical verification of goods is carried out as per organizational guidelines. 4. ***Import*** verification findings are recorded as per the SOPs. 5. Duty exemption documents are reviewed as per the organizational policy. 6. Valid Customs bond is reviewed based on the assessed taxes. 7. Tax payments are confirmed as per the organizational guidelines. 8. Demurrage charges on delayed cargo are computed and paid as per organizational policy. 9. ***Un-entered cargo*** is transferred to the Customs warehouse based on the Customs procedures. 10. Cargo release note is generated and provided as per the SOPs. |
| 1. Determine export procedures | 1. ***Export*** declaration is reviewed as per organizational guidelines. 2. Single Customs territory destination countries model procedures are determined as per the East African community Customs policy (EAC). 3. Loading of goods is inspected as per the SOPs. 4. Stuffing and sealing container is carried as per organizational guidelines. 5. Cargo manifest and exit note are issued as per SOPs. 6. Export certificate is generated as per SOPs. |
| 1. Determine warehousing procedures | 1. ***Warehousing*** declaration is reviewed as per organizational policy. 2. Security bond is determined as per organizational policy. 3. Cargo manifest is generated as per organizational guidelines. 4. Warehousing goods are received as per the SOPs. |
| 1. Determine transit procedures | 1. Transit documents are reviewed as per organizational guidelines. 2. ***Security bond*** is determined as per organizational policy. 3. Transit good are loaded and sealed as per organizational policy. 4. Goods on transit are monitored as per the SOPs. 5. Exit notes are endorsed in the system as per the SOPs. |
| 1. Determine trans-shipment procedures | 1. Trans-shipment declaration is reviewed as per the SOPs. 2. Security bond is determined as per the organizational policy. 3. Trans-shipment documents are reviewed as per the SOPs. 4. Copy of the entry is certified and submitted as per the SOPs. |
| 1. Determine EPZ imports procedures | 1. Declaration of EPZ imported goods are reviewed as per the organizational policy. 2. Security bond is determined as per the organizational policy. 3. EPZ imported goods are received and recorded as per the organizational guidelines. 4. EPZ imported goods are stored as per the Customs regulation and organizational policy. |
| 1. Determine EPZ exports procedures | 1. Declaration of EPZ exported goods is reviewed as per the organizational policy. 2. Security bond is determined as per the organizational policy. 3. EPZ exports container is ***sealed*** as per the SOPs. 4. EPZ exports are transported and monitored as per the SOPs. 5. Copy of the entry is certified and submitted as per the SOPs. |
| 1. Determine exemption and remission procedures | 1. Application for exemption is received as per organizational guidelines. 2. Customs goods for exemption are identified and verified as per the organizational policy. 3. Preferential code is determined as per the SOPs. 4. Customs entry is reviewed as per the SOPs. 5. Physical verification of goods is carried out as per organizational guidelines. 6. Import verification findings are recorded as per the organizational guidelines. 7. Duty exemption documents are reviewed as per organizational policy. 8. Valid Customs bond is determined based on the assessed taxes as per the organizational policy. 9. Tax payments are confirmed as per the organizational Policy. 10. Demurrage charges on delayed cargo are computed as per the organizational policy. 11. Un-entered cargo is transferred to the Customs warehouse based on the Customs procedures. 12. Cargo release order is generated and provided as per the SOPs. |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Un-entered cargo may include but not limited to: | * Abandoned * Detained * Seized * Unexamined |
| 1. Warehousing may include but not limited to: | * Government warehouse * Bonded warehouse * Private warehouse * Customs warehouse |
| 1. Import may include but not limited to: | * Temporary imports * Re-imports * Direct imports |
| 1. Exports may include but not limited to: | * Temporary exports * Re-exports * Direct exports |
| 1. Security bond may include but not limited to: | * Particular bond * General bond * Guarantee * Token bond * Surety |

**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:

* Record keeping
* Problem solving
* Decision making
* Analytical
* Communication
* Innovative
* Team player

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Clearing and forwarding
* Customs laws
* Bloc trade
* Maritime laws

**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. Determined import procedures 2. Determined single Customs territory 3. Determined export procedures 4. Determined warehousing procedures 5. Determined transit procedures 6. Determined trans-shipment procedures 7. Determined EPZ procedures |
| * + 1. Resource Implications | The following resources must be provided:   1. Valuation manual 2. Customs Handbook 3. HS handbook |
| * + 1. Methods of Assessment | Competency may be accessed through:  3.1Written tests  3.2 Observation  3.3 Oral questions  3.4 Third party report  3.5 Project and report writing |
| * + 1. Context of Assessment | Competency may be assessed on:   * 1. On the job   2. Off the job   3. In a Simulated workplace setting |
| * + 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended. |

# ENFORCE CUSTOMS LAWS

**UNIT CODE:** BUS/OS/TC/CR/05/6/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to enforce Customs laws. It involves determining Customs offence, determining Customs penalties, enforcing restriction and prohibition of goods, seizing Customs goods, compounding Customs offense, forfeiting Customs goods, conducting Customs fraud investigation and settling Customs cases.

**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. Determine Customs offence | 1. ***Customs offences*** are determined as per the rules and regulations. 2. Offended goods are subjected to Customs control as per organizational policy. 3. Customs offence evidence is obtained as per the SOPs. 4. Offender’s statement is obtained as per the SOPs. 5. Customs offence report is prepared as per the SOPs. |
| 1. Determine Customs penalties | 1. Customs offence is identified as per organizational policy. 2. ***Penalties*** are charged as per organizational guidelines. 3. Offence report is prepared as per the SOPs. |
| 1. Enforce restriction and prohibition of goods | 1. Customs entry declaration is reviewed as per the organizational policy. 2. Prohibited and restricted goods are determined as per organizational guidelines. 3. Customs entry for prohibited goods is rejected as per organizational policy. 4. Prohibited goods are seized as per organizational guidelines. 5. Restriction conditions are reviewed as per organizational policy. 6. Restricted goods release order is generated and provided as per the SOPs. |
| 1. Seizure Customs goods | 1. Goods that contravene the law are identified and subjected to enforcement procedures. 2. Notice of seizure is issued as per the SOPs. 3. Customs goods are seized as per the SOPs. |
| 1. Compound Customs offense | 1. Application compounding of the offence is reviewed as per the organizational policy. 2. Computation of taxes, penalties and interests are carried out as per organizational policy. 3. Written order of settlement of the offence is prepared as per the SOPs. 4. Customs offense is approved as per the organizational guidelines. 5. Copy of the order is submitted to the offender as per the SOPs. |
| 1. Forfeit Customs goods | 1. Forfeiture goods are identified as per the SOPs. 2. Forfeited Customs goods are transferred to the Customs warehouse. 3. Prohibited goods are destroyed as per the SOPs. |
| 1. Conduct Customs fraud investigation | 1. Pre-investigation plan is developed as per the SOPs. 2. Material information is gathered as per organizational policy. 3. Pre-investigation information is analysed as per the SOPs 4. Case file is prepared as per the SOPs. 5. Notice to audit is prepared as per the SOPs 6. Investigation audit is carried out as per the organizational guidelines. 7. Preliminary audit report is prepared as per organizational guidelines. 8. Accused statement is recorded as per the SOPs. 9. Final audit report is prepared as per organizational policy. |
| 1. Settle Customs cases | 1. Objection to assessment is reviewed as per the SOPs. 2. Evidence is gathered as per the SOPs. 3. Judgement is carried out as per the SOPs. 4. Judgement verdict is communicated as per the SOPs. |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| * Customs offences may include but not limited to: | * Smuggling * Un Customised and prohibited goods * Impersonating a Customs officer * Piracy * Money laundering * Concealed goods * Illicit goods * Falsification of documents * Valuation fraud |
| * Penalty may include but not limited to: | * Cash * Fine * Imprisonment |

**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
* Numeracy
* Time management
* Report writing
* Public safety and security

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Customs laws and regulations
* Commercial fraud

**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. Determined Customs offence 2. Determined Customs penalties 3. Enforced restriction and prohibition of goods 4. Seized Customs goods 5. Compounded Customs offense 6. Demonstrated the ability to forfeit Customs goods 7. Conducted Customs fraud investigation 8. Settled Customs cases |
| * + 1. Resource Implications | The following resources must be provided:   1. Policy codes document 2. Case Study |
| * + 1. Methods of Assessment | Competency may be accessed through:   1. Written tests 2. Observation 3. Oral questions 4. Third party report 5. Project and report writing |
| * + 1. Context of Assessment | Competency may be assessed on:   * 1. On the job   2. Off the job   3. In a Simulated workplace setting |
| * + 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended. |

# CARRY OUT BORDER CONTROL

**UNIT CODE:** BUS/OS/TC/CR/06/6/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to carry out Border control.It involves determining border points, controlling movement of goods and persons, carrying out border surveillance and mitigating border security.

**ELEMENTS AND PERFORMANCE CRITERIA**

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| --- | --- |
| **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. Determine border points | 1. Feasibility study is conducted as per the SOPs. 2. ***Border points*** are identified based on the feasibility study. 3. Border points are gazetted as per the SOPs. |
| 1. Control movement of goods and persons | 1. Movement of goods and persons is determined as per organizational policy. 2. Physical inspection of goods is carried out as per SOPs. 3. ***Customs documents*** are verified and approved as per the SOPs. 4. Exit and entry of goods and persons is managed as per the organizational guidelines. |
| 1. Carry out border surveillance | 1. Coordinated air, land and sea patrols are carried out as per organizational guidelines. 2. Surveillance plan is prepared as per the SOPs. 3. Preliminary intelligence is obtained as per SOPs. 4. Border surveillance is carried out as SOPs. 5. Border surveillance report is prepared and presented as per the SOPs. |
| 1. Mitigate border security threats | 1. Border security threats are identified as per the SOPs. 2. Security risks are analysed as per the SOPs. 3. ***Mitigation strategies*** are developed as per the SOPs. 4. Mitigation strategy is selected and applied as per the SOPs. 5. Security report is prepared as per the SOPs. |

**RANGE**

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

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| --- | --- |
| **Variable** | **Range** |
| 1. Border points may include but not limited to: | * Airports * Seaports * Overland ports * ICDs * Sufferance wharves |
| 1. Customs documents may include but not limited to: | * Single administrative document * Invoices * Bill of lading * Manifest * Packing list |
| 1. Mitigation strategies may include but not limited to: | * Detention * Destruction * Arrest * Deterrence * Prevention |

**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:

* Surveillance
* Numeracy
* Time management
* Communication
* Public safety and security
* Team Work
* Judgemental

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Clearing and forwarding
* Customs procedures
* Customs laws
* Rule of origin
* Current affairs

**EVIDENCE GUIDE**

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

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| * + 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Determined border point 2. Controlled movement of goods and persons 3. Demonstrated the ability to carry out border surveillance 4. Mitigated border security threats |
| * + 1. Resource Implications | The following resources must be provided:   1. Rules manual 2. Case Study 3. Geographical charts |
| * + 1. Methods of Assessment | Competency may be accessed through:   1. Written tests 2. Observation 3. Oral questions 4. Third party report 5. Project and report writing |
| * + 1. Context of Assessment | Competency may be assessed on:   * 1. On the job   2. Off the job   3. In a Simulated workplace setting |
| * + 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended. |

# MANAGE CUSTOMS WAREHOUSE

**UNIT CODE:** BUS/OS/TC/CR/07/6/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to manage Customs warehouse. It involves receiving Customs goods, collecting warehouse rent, auctioneering Customs goods and destroying of Customs goods.

**ELEMENTS AND PERFORMANCE CRITERIA**

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| --- | --- |
| **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 Customs goods | 1. Customs goods are identified as per the SOPs. 2. Customs goods register is prepared as per the organizational requirements. 3. Customs goods are sorted as per the organizational guidelines. 4. Warehouse space is allocated as per the SOPs. 5. Warehoused goods are coded as per the organizational guidelines. |
| 1. Collect warehouse rent | 1. Warehousing period is computed as per the organizational policy. 2. ***Warehouse*** rent is calculated as per the SOPs. 3. Payment slip is generated as per the SOPs. 4. Payment received is verified as per SOPs. |
| 1. Auction Customs goods | 1. Customs goods for auction are identified and listed for gazattement as per organizational guidelines. 2. Public notice is issued as per the organizational policy. 3. Customs goods are valued based on the status of the goods. 4. Auction Bids are received as per SOPs. 5. Customs goods are auctioned as per the SOPs |
| 1. Destroy Customs goods | 1. Customs goods for destruction are identified as per organizational policy. 2. Methods of destruction are determined as per the organizational guidelines. 3. ***Destruction method*** is selected and applied as per organizational policy. 4. Destruction report is prepared as per the SOPs. |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Warehouse may include but not limited to: | 1. Government 2. Bonded 3. Customs 4. Private |
| 1. Destruction method may include but not limited to: | * Incineration * Liquefaction * Evaporation |

**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
* Numeracy
* communication
* Organization
* Time management
* Data entry
* Problem solving

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Stores management system
* Customs laws
* Features of goods
* Stock taking
* Public safety and security
* Quality management system

**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. Received Customs goods 2. Collected warehouse rent 3. Auctioned Customs goods 4. Destroyed Customs goods |
| * + 1. Resource Implications | The following resources must be provided:   1. Customs Manual 2. Case study |
| * + 1. Methods of Assessment | Competency may be accessed through:   1. Written tests 2. Observation 3. Oral questions 4. Third party report 5. Project and report writing |
| * + 1. Context of Assessment | Competency may be assessed on:   * 1. On the job   2. Off the job   3. In a Simulated workplace setting |
| * + 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended. |

# CARRY OUT POST CLEARANCE AUDIT

**UNIT CODE:** BUS/OS/TC/CR/08/6/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to carry out post clearance audit. It involves planning Customs audit, executing post clearance audit, preparing Customs audit report and carry-out post audit management.

**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. Plan Customs audit | 1. ***Customs audit*** targets are identified as per organization guidelines. 2. Customs audit case is selected and allocated as per organizational Policy. 3. Customs pre-audit survey is carried out as per the organizational guidelines. 4. Customs audit programme is developed as per the SOPs. |
| 1. Execute post clearance audit | 1. Client opening meeting is conducted as per the SOPs. 2. ***Customs audit techniques*** are determined as per the organizational requirements. 3. Customs audit programme is reviewed and evaluated as per organizational policy. 4. Evidence is gathered as per the SOPs. 5. Customs data is analysed as per the SOPs. |
| 1. Prepare Customs audit report | 1. Customs audit preliminary audit report is prepared as the organizational guidelines. 2. Client exit meeting is conducted as the SOPs. 3. Final Customs audit report is prepared as per the organizational guidelines. 4. Report findings are communicated to the client as per the organizational policy. |
| 1. Carry-out post audit management | 1. Post audit follow up is carried out as per the organizational policy. 2. Taxes are recovered as per the organizational policy. 3. Carry out audit evaluation as per the organizational guidelines. |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Customs audit may include but not limited to: | * Pre-audit * Post-audit |
| 1. Customs audit techniques may include but not limited to: | * Paper submissions * Electronic data submissions * Post clearance audit * Compliance testing * Process testing * Self-assessment * Special issue audit |

**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
* Numeracy
* Communication
* Report writing
* Problem solving

**Required knowledge**

The individual needs to demonstrate knowledge of:

* Clearing and forwarding
* International trade
* Customs laws
* Basic Accounting
* Customs Procedure

**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. Planned Customs audit 2. Executed post clearance audit 3. Prepared Customs audit report 4. Demonstrated the ability to carry-out post audit management |
| * + 1. Resource Implications | The following resources must be provided:   1. Valuation Manual 2. Tariff Manual 3. Case Study |
| * + 1. Methods of Assessment | Competency may be accessed through:   1. Written tests 2. Observation 3. Oral questions 4. Third party report 5. Project and report writing |
| * + 1. Context of Assessment | Competency may be assessed on:   * 1. On the job   2. Off the job   3. In a Simulated workplace setting |
| * + 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry subsector, workplace and job roles is recommended. |