

**REPUBLIC OF KENYA**

**COMPETENCY BASED CURRICULUM**

**FOR**

**ROAD TRANSPORT MANAGEMENT**

**LEVEL 5**



**TVET CDACC**

**P.O. BOX 15745-00100**

**NAIROBI**

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# FOREWORD

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

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

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

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

**PRINCIPAL SECRETARY, VOCATIONAL AND TECHNICAL TRAINING**

**MINISTRY OF EDUCATION**

#  PREFACE

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

The Technical and Vocational Education and Training Act No. 29 of 2013 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 in order to address the mismatch between skills acquired through training and skills needed by industry as well as increase the global competitiveness of Kenyan labour force.

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

This curriculum has been developed following the CBET framework policy; the CBETA standards and guidelines provided by the TVET Authority and the Kenya National Qualification Framework designed by the Kenya National Qualification Authority.

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

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

**CHAIRPERSON**

**TVET CDACC**

# ACKNOWLEDGEMENT

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

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

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

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

**COUNCIL SECRETARY/CEO**

**TVET CDACC**

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# ABBREVIATIONS AND ACRONYMS

BC Basic Competency

CBET Competency Based Education and Training

CC Common Competency

CDACC Curriculum Development Assessment and Certification Council

CR Core Competency

CU Curriculum

KeNHA Kenya National Highway Authority

LOG Logistics

NEMA National Environment Management Authority

NTSA National Transport Safety Authority

OSHA Occupation Safety and Health Act

PPE Personal Protective Equipment

RTM Road Transport Management

SSAC Sector Skills Advisory Committee

TLB Transport Licensing Board

# KEY TO UNIT CODE

 LOG /CU/RTM/BC/01/ 5/A

Industry or sector

Curriculum

Occupational area

Type of competency

Competency number

Competency level

Version Control

# COURSE OVERVIEW

Road Transport Management Level 5 qualification constis of competencies that a person must achieve to enable him/her to be certified as a Road Transport Manager. It involves managing transport fleet, managing consignment claims, performing book keeping, managing logistics and physical distribution, performing warehousing operations and managing passenger transport.

The units of learning comprising Road Transport Management level 5 qualification include the following

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit Code** | **Unit Title** | **Duration in Hours** | **Credit Factor** |
| LOG/CU/RTM/BC/01/5/A | Communication Skills | 25 | 2.5 |
| LOG/CU/RTM/BC/02/5/A | Numeracy Skills | 40 | 4.0 |
| LOG/CU/RTM/BC/03/5/A | Digital Literacy  | 45 | 4.5 |
| LOG/CU/RTM/BC/04/5/A | Entrepreneurial Skills | 70 | 7.0 |
| LOG/CU/RTM/BC/05/5/A | Employability Skills | 50 | 5.0 |
| LOG/CU/RTM/BC/06/5/A | Environmental Literacy | 25 | 2.5 |
| LOG/CU/RTM/BC/07/5/A | Occupational Safety And Health Practices | 25 | 2.5 |
| **TOTAL**  | **280** | **28.0** |

**COMMON UNITS OF LEARNING**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit Code** | **Unit Title** | **Duration in Hours** | **Credit Factor** |
| LOG/CU/RTM/CC/01/5/A |  Business Law |  |  |

**CORE UNITS OF LEARNING**

|  |  |  |  |
| --- | --- | --- | --- |
| **Unit of Learning Code** | **Unit of Learning Title** | **Duration in Hours** | **Credit Factor** |
| LOG/CU/RTM/CR/01/5/A | Road Transport Fleet Management | 220 | 22 |
| LOG/CU/RTM/CR/02/5/A | Consignment Claims Management  | 100 | 10 |
| LOG/CU/RTM/CR/03/5/A | Book Keeping | 220 | 22 |
| LOG/CU/RTM/CR/04/5/A | Logistics And Physical Distribution  | 220 | 22 |
| LOG/CU/RTM/CR/05/5/A | Warehousing Operations | 220 | 22 |
| LOG/CU/RTM/CR/06/5/A | Passenger Transport Management | 220 | 22 |
| LOG/CU/RTM/CR/07/5/A | Industrial Attachment | 360 | 36 |
| Total | **1560** | **150** |
| **Grand Total** | **1840** | **184** |

The total duration of the course is **1840** hours which include 360 hours of industrial attachment.

**Entry Requirements**

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

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

**Or**

1. Equivalent qualifications as determined by Kenya National Qualifications Authority (KNQA)

**Industrial attachment**

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

**Trainer qualification**

A trainer for this course should have a higher qualification than the level of this course

**Assessment**

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

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

**Certification**

On successful completion of a unit of learning, a trainee will be issued with a Certificate of competence and on successful completion of all units of competency a trainee will be awarded a National Certificate for Road Transport Management qualification.

 These certificates will be issued by TVET CDACC in conjunction with training provider.

# BASIC UNITS OF LEARNING

# COMMUNICATION SKILLS

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

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Demonstrate Communication Skills

**Duration of Unit:** 25hours

**Unit Description**

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

**Summary of Learning Outcomes**

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

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

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

**Suggested Methods of Instruction**

* Role playing
* Viewing of related videos

**Recommended Resources**

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

# NUMERACY SKILLS

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

**Relationship to Occupational Standards:**

This unit addresses the Unit of Competency: Demonstrate Numeracy Skills

**Duration of Unit:** 40 hours

**Unit Description**

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

**Summary of Learning Outcomes**

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

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

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

**Suggested Methods of Instruction**

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

**Recommended resources**

* Calculators
* Basic measuring instruments

# DIGITAL LITERACY

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

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Demonstrate Digital Literacy

**Duration of Unit:** 45 hours

**Unit Description**

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

**Summary of Learning Outcomes**

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

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

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

**Suggested Methods of Instruction**

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

**Recommended Resources**

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

# ENTREPRENEURIAL SKILLS

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

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Demonstrate Entrepreneurship

**Duration of unit:** 70 hours

**Unit Description**

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

**Summary of Learning Outcomes**

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

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

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

**Suggested Methods of Instruction**

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

**Recommended Resources**

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

# EMPLOYABILITY SKILLS

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

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Demonstrate Employability Skills

**Duration of Unit:** 50 hours

**Unit Description**

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

**Summary of Learning Outcomes**

1. Conduct self-management

2. Demonstrate interpersonal communication

3. Demonstrate critical safe work habits

4. Lead small teams

5. Plan and organize work

6. Maintain professional growth and development

7. Demonstrate workplace learning

8. Demonstrate problem-solving skills

9. Demonstrate workplace ethics

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

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

**Suggested Methods of Instruction**

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

**Recommended Resources**

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

# ENVIRONMENTAL LITERACY

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

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Demonstrate Environmental Literacy

**Duration of Unit:** 25 hours

**Unit Description**

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

**Summary of Learning Outcomes**

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

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

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

**Suggested Methods of Instruction**

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

**Recommended Resources**

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

# OCCUPATIONAL SAFETY AND HEALTH PRACTICES

**UNIT CODE:** LOG/CU/RTM/BC/07/5/A

**Relationship to Occupational Standards**

This unit addresses the Unit of Competency: Demonstrate Occupational Safety and Health Practices

**Duration of Unit:** 25 hours

**Unit Description**

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

**Summary of Learning Outcomes**

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

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

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

**Suggested Methods of Instruction**

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

**Recommended Resources**

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

# COMMON UNITS OF LEARNING

# CORE UNITS OF LEARNING

# ROAD TRANSPORT FLEET MANAGEMENT

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

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Manage road transport fleet

**Duration of Unit:** 380 hours

**Unit Description**

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

**Summary of Learning Outcomes**

1. Execute fleet replacement policies
2. Provide workshop services
3. Maintain organization fleet
4. Manage fleet records

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 1. Execute fleet replacement policies
 | * Definition of terms
	+ Plans
	+ Policies
	+ Procedures
* Classification of workshop policies
* Process of implementation of fleet replacement policies
	+ Communication of draft fleet replacement policy to internal stakeholders
	+ Amendments of draft fleet replacement policy
	+ Dissemination of fleet replacement policy
* Workshop communication structure
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Provide workshop services
 | * Workshop safety procedures
* Identification of workshop services and workshop tools and equipment
* Storage of workshop supplies
* Procedures for receipt, maintenance or repair and release of fleet
* Identification of workshop tools and equipment for procurement
* Workshop records and database maintenance
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Maintain organisation fleet
 | * Classification of maintenance
	+ Minor
		- Oil change
		- Battery checks
		- Lubrication of parts
	+ Major
		- Replacement of service parts
		- Servicing of parts
		- Engine overhaul
		- Acquisition of assemblies or sub-assemblies
* Costing of maintenance works
* Disposal of defective parts
* Preparation of maintenance reports
* Vehicle tracking systems
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Maintain fleet records
 | * Definition of terms
* Types of fleet records
	+ Tachograph records
	+ Dispatch records
	+ Driver’s records
	+ Registers
	+ Vehicle logbooks
	+ Insurance records
	+ Licenses
	+ Fuel records
	+ Radio communication records
	+ Inventory records
	+ Depot records
* Implementation of management systems
	+ Vehicle sales and purchases
	+ Drivers
	+ Tools and equipment
* Updating of fleet records
	+ Daily
	+ Weekly
	+ Monthly
* Security of fleet records
	+ Filing and storage systems
	+ Retrieval systems
	+ Storage space identification
	+ Data security
* Identification of discrepancies and anomalies in records
* Preparation of reports
	+ Overview of reports
		- Categories and types of reports
* Identification of fleet records for disposal and archiving
	+ Legal requirements for record disposal
 | * Written tests
* Oral
* Practical/Projects
 |

**Suggested Methods of Instruction**

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

**Recommended Resources**

**Tools and equipment**

* Vehicle lift
* Special tools and diagnostic equipment
* Waste oil and used parts disposal facilities
* Towing gear
* Computers
* Scanners
* Printers
* Calculators
* Surveillance equipment

**Materials and supplies**

* Vehicle maintenance consumables
* Replacement parts
* Vehicle cleaning materials
* Vehicle service manuals

**Personal protective equipment (PPEs)**

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

# CONSIGNMENT CLAIMS MANAGEMENT

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

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Manage Consignment Claims

**Duration of Unit:** 60 hours

**Unit Description**

This unit describes competencies required to manage consignment claims. It involves carrying out consignment claim research, preparing claim file documents and preparing consignment claim reports.

**Summary of Learning Outcomes**

1. Carry out consignment claim research
2. Prepare claim file documents
3. Prepare claim reports

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 1. Carry out consignment claim research
 | * Documentation for consigning goods
	+ Consignment note
	+ Carriage contract
	+ Delivery note
	+ Claim form
	+ Loss/damage report
	+ Inspection certificate
* Analysis of documentation for consigning goods
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Prepare claim file documents
 | * Claim documents
	+ Police abstract
	+ Contract documents
	+ Bill of lading
	+ Airway bill
	+ Customs entry
	+ Consignment notes
	+ Delivery note
	+ Packing list
	+ Invoice
* Procedure for carrying out claims
	+ Specified time limit
	+ Lodging of claims
* Storage of claim documents
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Prepare claim reports
 | * Analysis of claim reports
	+ Handling variances
* Report writing
* Procedure for handling rejected claims
 | * Written tests
* Oral
* Practical/Projects
 |

**Suggested Methods of Instruction**

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

**Recommended Resources**

**Tools and equipment**

* Computers
* Scanners
* Printers
* Calculators
* Cameras
* Shredding machines
* Paper punch
* Format templates

**Materials and supplies**

* Insurance policies
* Claim documents
* Insurance Act of Kenya 2006, Cap 487
* Sample claim reports

# BOOK KEEPING

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

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Perform managerial accounting

**Duration of Unit:** 180 hours

**Unit Description**

This unit describes competencies required to perform book keeping. It involves recording materials received and issued, setting up and managing accounts, preparing financial statements and maintaining financial documents

**Summary of Learning Outcomes**

1. Records materials received and issued
2. Set up and manage accounts
3. Prepare financial statements
4. Maintain financial documents

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 1. Record materials received and issued
 | * Definition of terms
	+ Receiving
	+ Issuing
* Procedures for receiving and issuing materials
* Documents used in receiving and issuing materials
	+ Requisitions
		- Purchase
		- Stores
	+ Invoice
	+ Delivery note
	+ Goods received note
	+ Purchase order
	+ Inspection report
	+ Packing list
* Posting of receipts and issues
* Acceptance or rejection of goods
* Reconciliation of material receipts and issues
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Set up and manage accounts
 | * Procedure for opening and closing client accounts
* Accounting standards
* Account reconciliation
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Prepare financial statements
 | * Types of financial statements
	+ Cash income statements
	+ Cash flow statements
	+ Balance sheets
* Preparation of financial statements
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Maintain financial documents
 | * Types of financial documents
* Classification of financial documents
	+ Open access
	+ Confidential
* Storage systems
	+ Manual
	+ Automated
* Retrieval of financial documents
* Regulations on storage of financial documents
* Archiving and disposal of financial documents.
 |  Written tests* Oral
* Practical/Projects
 |

**Suggested Methods of Instruction**

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

**Recommended Resources**

**Tools and equipment**

* Computers
* Scanners
* Printers
* Calculators
* Cameras
* Shredding machines
* Paper punch
* Format templates

**Materials and supplies**

* Receipts
* Invoices

# LOGISTICS AND PHYSICAL DISTRIBUTION MANAGEMENT

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

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Manage logistics and physical distribution

**Duration of Unit:** 380 hours

**Unit Description**

This unit describes competencies required to manage logistics and physical distribution. It involves performing warehousing operations, performing material handling operations, performing organisation inventory control, performing packaging operations, monitoring fleet operations and preparing logistics and physical distribution reports.

**Summary of Learning Outcomes**

1. Perform warehousing operations
2. Perform material handling systems
3. Perform organisation inventory control
4. Perform packaging operations
5. Monitor fleet operations
6. Prepare logistics and physical distribution reports

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 1. Perform warehousing operations
 | * Definition of terms
	+ Warehouse
	+ Warehousing
	+ Logistics
	+ Physical distribution
	+ Components of physical distribution
* Warehouse
	+ Location and siting
	+ Form of ownership
	+ Types of warehouses
* Identification of goods
* Classification of goods
* Inbound activities
	+ Sourcing of goods
	+ Transportation
	+ Receiving and inspection of goods
	+ Documentation
* Process activities
	+ Storage
	+ Stock rotation (FIFO and LIFO)
	+ Order picking
	+ Replenishment
	+ Issue
	+ Material returns
* Outbound activities
	+ Packing
	+ Shipping
	+ Distribution
	+ Reverse logistics
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Perform material handling operations
 | * Material handling systems
	+ Automated
	+ Manual
		- Material handling equipment
	+ Mechanical
* Requirements for material handling operators
* Reporting
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Perform organisation inventory control
 | * Definitions
	+ Inventory
	+ Inventory control
* Classification of goods
	+ Raw materials
	+ Work in progress
	+ Maintenance repair and operations (MRO)
	+ Finished products
* Stock holding policy
	+ Buy
	+ Make
* Stock levels
* Material Requirement Planning (MRP)
* Just In Time (JIT)
* Economic Order Quantity (EOQ)
* Demand forecasting
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Perform packaging operations
 | * Material packaging
	+ Definitions
	+ Factors affecting packaging systems
	+ Types of packaging systems
	+ Selection of packaging systems
* Disposal of packaging materials
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Monitor fleet operations
 | * Definition of terms
	+ Distribution
	+ Dispatching
	+ Marshalling
	+ Cross-docking
* Breaking bulk activities
* Consolidation of goods
* Marshalling procedures
* Dispatch of transport and goods
* Cost control for transport efficiency
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Prepare logistics and physical distribution reports
 | * Report writing
* Use of ICT and modern technology in logistics and physical distribution
	+ ERP (Enterprise Resource Planning) systems for management reporting and control
	+ GPS (Global Positioning Systems)
 | * Written tests
* Oral
* Practical/Projects
 |

**Suggested Delivery Methods**

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

**Recommended Resources**

**Tools and equipment**

* Vehicle spare parts
* Warehouse plant and equipment
* Communication equipment
* Vehicles
* GPS receivers
* Computers
* Printers

**Materials and supplies**

* Stationery
* Packaging materials
* Office materials and supplies
* Logistics software

**Personal protective equipment (PPEs)**

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

# WAREHOUSING OPERATIONS

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

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Perform warehousing operations

**Duration of Unit:** 200 hours

**Unit Description**

This unit describes competencies required to perform warehousing operations. It involves maintaining layout of stored goods in the warehouse, maintaining records of stored goods, maintaining quality of stored goods, securing stored goods and dispatching warehoused goods

**Summary of Learning Outcomes**

1. Maintain layout of stored goods in the warehouse
2. Maintain records of stored goods
3. Maintain quality of stored goods
4. Secure stored goods
5. Dispatch warehouse goods

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 1. Maintain layout of stored goods in the warehouse
 | * Warehouse layout
	+ Straight floor layout
	+ T – floor
	+ U – floor
	+ L – floor
* Classification of goods
* Warehouse location systems
* Housekeeping in warehouses
* Warehouse markings and warning signs
* Safety provisions in the warehouse
* Personal Protective Equipment
* Material storage
	+ Shelving
	+ Racking
	+ Bins
	+ Palletization
	+ Open storage
 | * Written tests
* Observation
* Oral questions
* Third party report
 |
| 1. Maintain records of stored goods
 | * Identification of stores records
	+ Purchase order
	+ Stores requisition
	+ Goods received note
	+ Stores ledgers
	+ Registers
	+ Invoices
	+ Computerised records
	+ Contract agreements
	+ Inspection certificates
	+ Delivery notes
* Filing and custody of stores records
* Retrieval of documentation
* Stock taking and checking
	+ Importance of stock taking
	+ Methods of stock taking
	+ Stock reconciliation
	+ Stock verification
 | * Written tests
* Observation
* Oral questioning
* Third party report
 |
| 1. Maintain quality of stored goods
 | * Storage pests
	+ Rodents
	+ Insects
	+ Pest control
* Factors affecting quality of stored goods
* Inspection of materials
* Stock maintenance
* Stock rotation
* FIFO (First In First Out) principle
* LIFO (Last In Last Out) principle
* Legal requirements
	+ OSH Act
	+ Employers Act
	+ EMCA 1999
	+ Public Health Cap 242
	+ Public Procurement and Asset Disposal Act 2015
 | * Written tests
* Observation
* Oral questioning
* Third party report
 |
| 1. Secure stored goods
 | * Definition of terms
	+ Warehouse Security
		- Perimeter fencing
		- Lighting
		- Gates and entrances
		- Guards
		- Custody of keys
		- Insurance
		- Firefighting apparatus
		- Cages
* High value goods
* Surveillance systems
* Dangerous and volatile goods
* Warehouse plant and equipment
 | * Written tests
* Observation
* Oral questioning
* Third party report
 |
| 1. Dispatch warehouse goods
 | * Definition of term
	+ Dispatch
* Types of dispatch documents
* Methods of verification of dispatched goods
 | * Written tests
* Observation
* Oral questioning
* Third party report
 |
| 1. Perform organisation inventory control
 | * Definitions
	+ Inventory
	+ Inventory control
* Classification of goods
	+ Raw materials
	+ Work in progress
	+ Maintenance repair and operations (MRO)
	+ Finished products
* Stock holding policy
	+ Buy
	+ Make
* Stock levels
* Material Requirement Planning (MRP)
* Just In Time (JIT)
* Economic Order Quantity (EOQ)
* Demand forecasting
 | * Written tests
* Oral
* Practical/Projects
 |

**Suggested Delivery Methods**

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

**Recommended Resources**

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

**Personal protective equipment (PPEs)**

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

# PASSENGER TRANSPORT MANAGEMENT

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

**Relationship to Occupational Standards**

This unit addresses the unit of competency: Manage passenger transport

**Duration of Unit:** 400 hours

**Unit Description**

This unit describes competencies required to manage passenger transport. It involves monitoring transport routes and schedules, facilitating passenger ticketing, maintaining passenger service vehicles, providing vehicle security and safety, managing passenger accompaniments, managing passenger fleet records and providing customer care services.

**Summary of Learning Outcomes**

1. Monitor transport routes and schedules
2. Facilitate passenger ticketing
3. Maintain passenger service vehicles
4. Provide vehicle safety and security
5. Manage passenger accompaniments
6. Manage passenger fleet records
7. Provide customer care services

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

|  |  |  |
| --- | --- | --- |
| **Learning Outcome** | **Content** | **Methods of Assessment** |
| 1. Monitor transport routes and schedules
 | * Definition of terms
	+ Policy
	+ Rule
	+ Law
	+ Procedure
	+ Transport schedules
	+ Routes
	+ Schedules
	+ Monitoring
	+ Evaluation
* Elements of transportation laws
	+ Traffic Act
	+ NTSA Act
	+ TLB Act
* Factors to consider in routing and scheduling
* Identification of operational resources
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Facilitate passenger ticketing
 | * Definition and types of tickets
* Characteristics of tickets
	+ Ticket security
* Ticketing systems
	+ Electronic
	+ Physical
* Ticket control
* Procedures for issuing tickets
* Procedures for ticket refunds
* Ticket cancellation
* Ticket reconciliation
* Ticketing records
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Maintain passenger service vehicles
 | * Definition of vehicle maintenance
* Importance of maintenance
* Types of vehicle maintenance
* Parts of a vehicle and their functions
* Essentials of vehicle maintenance
* maintenance of schedules and registers
* Requisitioning spare parts
* Storage of service parts
* Preparation of maintenance reports
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Provide vehicle safety and security
 | * Definition of terms
	+ Risks
	+ Safety
	+ Security
	+ Insurance
* Importance of security
* Types of security risks
* Types of security tools and equipment
* Conducting security checks
	+ Passengers
	+ Passenger accompaniments
* Common safety hazards
* Vehicle safety regulations
* Transport safety equipment
	+ Fire extinguishers
	+ First aid kits
* Termini safety features
	+ Fire signage and exits
	+ Evacuation procedures
	+ Public communication system
	+ Surveillance systems
* Safety precautions
* Vehicle safety features
	+ Safety belts
	+ Speed governors
	+ Communication system
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Manage passenger accompaniments
 | * Definition of accompaniments
* Types of passenger accompaniments
	+ Prohibited goods
	+ High value goods
	+ Goods that require permits
* Calculation of passenger accompaniment charges
* Legal issues
* Procedure of acceptance
* Packaging and caging of goods and animals
	+ Labelling of packages and cages
* Conveyance options for accompaniments
* Loading and offloading of accompaniments
* Accompaniments documentation
* Procedures for delivery of accompaniments to clients
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Manage passenger fleet records
 | * Definition of terms
* Types of fleet records
	+ Legal and regulatory records
	+ Tachograph records
	+ Dispatch records
	+ Driver’s records
	+ Registers
	+ Fuel records
	+ Radio communication records
	+ Inventory records
	+ Depot records
	+ Passenger records
	+ Accompaniment records
	+ Manifests
	+ Passenger complaints records
	+ Ticket sales records
	+ Accident records
* Functions of records
* Fleet recording systems
	+ Manual
	+ Automated
* Updating of fleet records
	+ Daily
	+ Weekly
	+ Monthly
* Security of fleet records
	+ Filing and storage systems
	+ Retrieval systems
	+ Storage space identification
	+ Data security and backup
* Identification of discrepancies and anomalies
* Preparation of reports
	+ Overview of reports
		- Categories and types of reports
* Disposal and archival of fleet records
	+ Frequency of disposal
* Disposal procedures
 | * Written tests
* Oral
* Practical/Projects
 |
| 1. Provide customer care services
 | * Definition of terms
	+ Customer care
* Classification of customers
	+ Internal
	+ External
* Qualities of a customer care officer
* Roles and responsibilities of customer care staff
* Conflict resolution
* Procedure for dealing with customer complaints
* Documentation of customer information
* Customer feedback systems
 | * Written tests
* Oral
* Practical/Projects
 |

**Suggested Delivery Methods**

* Demonstration by trainer
* Practical work by trainee
* Demonstration videos
* Projects
* Group discussions
* Role play
* Case studies
* Field trips

**Recommended Resources**

* Stationery
* Functional workshop/garage
* Simulated workplace environment
* Tracking systems
* Computers
* Computer software
* PPE
* Security systems
* Communication equipment
* Depots
* Vehicles
* Safes
* Transportation related laws and regulations
* First Aid Kits
* Maps
* Internet connectivity