****

**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**ROAD TRANSPORT OPERATOR**

**LEVEL 4**

****

TVET CDACC

P.O. BOX 15745-00100

NAIROBI

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# FOREWORD

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

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

These reforms demand that Industry takes a leading role in curriculum development to ensure the curriculum addresses its competence needs. It is against this background that these Occupational Standards were developed for the purpose of developing a competency-based curriculum for Road Transport Assistant. These Occupational Standards will also be the bases for assessment of an individual for competence certification.

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

**PRINCIPAL SECRETARY, VOCATIONAL AND TECHNICAL TRAINING**

**MINISTRY OF EDUCATION**

# PREFACE

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

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

The TVET Curriculum Development, Assessment and Certification Council (TVET CDACC), in conjunction with Logistics Sector Skills Advisory Committee (SSAC), have developed these Occupational Standards for a Road Transport Operations Assistant. These standards will be the bases for development of competency-based curriculum for Road Transport Operations level 4.

This Occupation Standards have 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.

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

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

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

**CHAIRMAN, TVET CDACC**

# ACKNOWLEDGMENT

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

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

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

**CHAIRPERSON**

**LOGISTICS SECTOR SKILLS ADVISORY COMMITTEE**

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# ACRONYMS

CBET Competency Based Education and Training

CDACC Curriculum Development Assessment and Certification Council

OS Occupational Standards

OSHA Occupation Safety and Health Act

PPE Personal Protective Equipment

SSAC Sector Skills Advisory Committee

LOG Logistics

RTM Road Transport Operations

BC Basic Competency

CC Common Competency

CR Core Competency

NTSA National Transport Safety Authority

TLB Transport Licensing Board

KeNHA Kenya National Highway Authority

NEMA National Environment Management Authority

# KEY TO UNIT CODE

LOG /OS /RTM/BC/01/ 4/A

Industry or sector

Occupational Standards

Occupational area

Type of competency

Competency number

Competency level

Version Control

# OVERVIEW

Road Transport Operations Level 4 qualification constis of competencies that a person must achieve to enable him/her to be certified as a Road Transport Operations Assistant. The units of competency comprising Road Transport Operations certificate level 4 qualifications include the following basic and core competencies:

**BASIC COMPETENCIES**

|  |  |
| --- | --- |
| **Unit of Competency Code** | **Unit of Competency Title** |
| LOG/OS/RTM/BC/01/4/A | Demonstrate communication skills |
| LOG/OS/RTM/BC/02/4/A | Demonstrate numeracy skills |
| LOG/OS/RTM/BC/03/4/A | Demonstrate digital literacy |
| LOG/OS/RTM/BC/04/4/A | Demonstrate entrepreneurial skills |
| LOG/OS/RTM/BC/05/4/A | Demonstrate employability skills |
| LOG/OS/RTM/BC/06/4/A | Demonstrate environmental literacy |
| LOG/OS/RTM/BC/07/4/A | Demonstrate occupational health and safety practices |

**COMMON COMPETENCIES**

|  |  |
| --- | --- |
| **Unit of competency Code** | **Unit of Competency Title** |
| LOG/OS/RTM/CC/01/4/A | Principles of Business Law |

**CORE COMPETENCIES**

|  |  |
| --- | --- |
| **Unit of Competency Code** | **Unit of Competency Title** |
| LOG/OS/RTM/CR/01/4/A | Maintain transport fleet |
| LOG/OS/RTM/CR/02/4/A | Perform Book Keeping |
| LOG/OS/RTM/CR/03/4/A | Manage logistics and physical distribution |
| LOG/OS/RTM/CR/04/4/A | Perform warehousing operations |
| LOG/OS/RTM/CR/05/4/A | Manage Passenger Transport |

# BASIC COMPETENCIES

# ADEMONSTRATE COMMUNICATION SKILLS

**UNIT CODE:** LOG/OS/RTM/BC/01/4/A

**UNIT DESCRIPTION**

This unit covers the competencies required demonstrate communication skills. It involvesobtaining and conveying workplace information, completing relevant work-related documents, communicating information about workplace processes, leading workplace discussion and communicating workplace issues.

**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. Obtain and convey workplace information | 1. Specific and relevant information is accessed from ***appropriate sources*** based on standard procedures 2. Effective questioning, active listening and speaking skills are used to gather and convey information based on communication needs 3. Appropriate ***medium*** is used to transfer information and ideas in accordance with workplace guidelines 4. Appropriate non- verbal communication is used as per the communication needs 5. Appropriate lines of communicationwith supervisors and colleagues are identified and followed based on workplace requirements 6. Location and storage of information is undertaken according to workplace procedures    1. Personal interaction is carried out clearly and concisely according to workplace requirements |
| 1. Complete relevant work-related documents | * 1. Range of forms relating to conditions of employment are completed according to workplace procedures   2. Workplace data is recorded based on workplace requirements   3. Errors in recording information are identified and acted upon in accordance with workplace policies   4. Reporting requirements are completed according to organizational guidelines |
| 1. Communicate information about workplace processes | 1. Information sources are identified according to workplace procedures 2. ***Methods of communication*** are selected based on workplace guidelines 3. Multiple operations are communicated according to workplace structure 4. Work-related questions are asked and responded based on set protocols 5. Information is selected and organized according to workplace requirements 6. Verbal and written reporting is undertaken as per workplace requirements 7. Communication is maintained according to workplace standards |
| 1. Lead workplace discussions | 1. Response to workplace issues is sought and provided as per workplace protocol 2. Constructive contributions are made based on ***workplace discussions*** 3. Workplace objectives and action plan are communicated according to workplace requirements |
| 1. Identify and communicate issues arising in the workplace | 1. Issues and problems are identified as per workplace guidelines 2. Problems and issues in the workplace are organized according to workplace operations 3. Dialogue is initiated with appropriate personnel as per workplace structure 4. Problems and issues raised are communicated as per the workplace reporting procedures |

**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. Methods of communication mayinclude but not limited to: | * Non-verbal gestures * Verbal * Face to face * Two-way radio * Speaking to groups * Using telephone * Written * Internet |
| 1. Workplace discussion may include but not limited to: | * Coordination meetings * Toolbox discussion * Peer-to-peer discussion |

**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:

* Organization requirements for written and electronic communication methods
* Effective verbal communication methods
* Report writing
* Effective questioning techniques (clarifying and probing)
* Workplace etiquette

**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. Dealt with a range of communication/information at one time 2. Made constructive contributions in workplace issues 3. Sought workplace issues effectively 4. Responded to workplace issues promptly 5. Presented information clearly and effectively in written form 6. Used appropriate sources of information 7. Asked appropriate questions 8. Provided accurate information |
| 1. Resource Implications | 1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | 1. Third-party reports 2. Portfolio 3. Interview 4. Written tests 5. Observation 6. Oral questioning |
| 1. Context of Assessment | * Competency may be assessed  1. On the job 2. Off the job 3. During industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE NUMERACY SKILLS

**UNIT CODE:** LOG/OS/RTM/BC/02/4/A

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate numeracy skills. It involves identifying and using whole numbers and simple fractions, decimals and percentages for work, identifying, measuring and estimating familiar quantities for work, reading and using familiar maps, plans and diagrams for work, identifying and describing common 2D and some 3D shapes for work, constructing simple tables and graphs for work using familiar data and identifying and interpreting information in familiar tables, graphs and charts for work.

**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 and use whole numbers and simple fractions, decimals and percentages for work | | 1. Simple fractions, decimals and percentages identified and interpreted as per standard operating procedures. 2. Understanding of place value by organising numbers from smallest to largest demonstrated as SOPs 3. Required numerical information located and decision made on appropriate method to solve a problem as per SOPs 4. Limited range of calculations performed using the four operations using SOPs 5. Links between operations described as per SOPs 6. Estimations made to check reasonableness of results of problem-solving process as SOPs 7. Numerical information recorded, and the result of the task communicated using informal and some formal language and symbolism as per workplace procedures |
| 1. Identify, measure and estimate familiar quantities for work | 1. Measurement information in workplace tasks and texts identified and interpreted as per workplace procedures. 2. Familiar units of measurement needed for tasks is identified as per measurements manuals/charts 3. Familiar and simple amounts estimated as per workplace procedures. 4. Appropriate measuring equipment selected as per SOPs 5. ***Simple measuring equipment*** graduated in familiar units to measure relevant quantities is used as per graduation manuals. 6. Calculation done using familiar units of measurement as per SOPs 7. Measurements and results checked against estimates as per job specifications. 8. Results are recorded or reported as per workplace procedures 9. Results relevant to the workplace task are communicated using informal and some formal mathematical and general language as per workplace procedures. |
| 1. Read and use familiar maps, plans and diagrams for work | 1. Items and places are in familiar maps, plans and diagrams as per SOPs 2. Common symbols and keys recognised in familiar maps, plans and diagrams as per SOPs 3. Understanding of direction and location demonstrated by describing the location of objects, or route to familiar places as per SOPs 4. Instructions to locate familiar objects or places are given and followed as per SOPs 5. Informal and some formal oral mathematical language and symbols are used as per SOPs |
| 1. Identify and describe common 2D and some 3D shapes for work | 1. ***Common 2D shapes and some common 3D shapes*** in familiar situations are identified and named as per job requirements 2. Common 2D shapes and designs are compared and classified as per SOPs 3. Informal and some formal language used to describe common two-dimensional shapes and some common three-dimensional shapes in accordance with workplace procedures. 4. Simple items used to draw or construct common 2D shapes as per workplace procedures. 5. Common 3D shapes matched to their 2D sketches or nets as per SOPs |
| 1. Construct simple tables and graphs for work using familiar data | 1. Common types of graphs are identified and named as per SOPs 2. Familiar data to be collected is determined in accordance with job specifications. 3. A method to collect data is selected in accordance with workplace procedures. 4. A small amount of simple familiar data is collected as per workplace procedures 5. One or two variables determined from the data collected as per SOPs. 6. Data ordered and collated as per standard operating procedures. 7. A table is constructed and data entered as per SOPs 8. Graphs are constructed using data from table as per job specifications 9. Results are promptly checked as per workplace procedures 10. Graph information related to work is reported or discussed using informal and some formal mathematical and general language as per workplace procedures |
| 1. Identify and interpret information in familiar tables, graphs and charts for work | 1. Simple tables are identified in familiar texts and contexts in accordance with workplace procedures 2. Title, headings, rows and columns located in familiar tables as per SOPs 3. Information and data in simple tables identified and interpreted as per workplace procedures. 4. Information is related in accordance with workplace tasks 5. Familiar graphs and charts are identified in familiar texts and contexts as per SOPs 6. Title, labels, axes, scale and key from familiar graphs and charts are located as per SOPs 7. Information and data in familiar graphs and charts are identified and interpreted as per job requirements 8. Information is related to relevant workplace tasks as per job 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. Simple measuring equipment may include but not limited to: | * Rulers * Watches/clocks * Scales * Thermometers * AVO meter |
| 1. Common 2D shapes and common 3D shapes may include but not limited to: | * Round * Square * Rectangular * Triangle * Sphere * Cylinder * Cube * Polygons * Cuboids |

**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. Simple fractions, decimals and percentages are correctly identified and interpreted   2. Performed a limited range of calculations using the 4 operations   3. Performed calculations using familiar units of measurement   4. Recognised common symbols and keys in familiar maps, plans and diagrams   5. Constructed simple tables and graphs using familiar data   6. Identified and interpret information in familiar tables, graphs and charts |
| 1. Resource Implications | 1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place 3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written Test 2. Interview 3. Oral Questioning |
| 1. Context of Assessment | * Competency may be assessed  1. On the job 2. Off the job 3. During industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE DIGITAL LITERACY

**UNIT CODE:** LOG/OS/RTM/BC/03/4/A

**UNIT DESCRIPTION**

This unit covers the competencies required to demonstrate digital literacy in a working environment. It entails identifying computer software and hardware, applying security measures to data, hardware, software , applying computer software in solving task sand applying internet and email in communication at workplace.

**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 computer software and hardware | * 1. ***Appropriate computer software*** is identified according to manufacturer’s specification   2. ***Appropriate computer hardware*** is identified according to manufacturer’s specification |
| 1. Apply security measures to data, hardware, software | * 1. ***Data security and privacy are classified*** in accordance with the technological situation   2. ***Security and control measures*** are applied in accordance with laws governing protection of ICT   3. Computer threats and crimes are detected as per information security management guidelines.   4. Protection against computer crimes is undertaken in accordance with laws governing protection of ICT |
| 1. Apply computer software in solving tasks | * 1. Basic word processing concepts are applied in resolving workplace tasks   2. Word processing utilities are applied in accordance with workplace procedures   3. Data is manipulated on worksheet in accordance with office procedures |
| 1. Apply internet and email in communication at workplace | * 1. Electronic mail is applied in workplace communication in accordance with office procedures   2. Office internet functions are defined and executed in accordance with office procedures   3. Network configuration and uses are determined in accordance with office operations 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.

|  |  |
| --- | --- |
| **Range** | **Variable** |
| 1. Appropriate computer software may include but not limited to: | * Operating system * MS office * Web browser * Media players |
| 1. Appropriate computer hardware may include but not limited to: | * Computer Case * Monitor * Keyboard * Mouse * Hard Disk Drive * Motherboard * Video Card |
| 1. Data security and privacy may include but not limited to: | * Confidentiality * Cloud computing * Confidentiality * Cyber terrorism * Integrity -but-curious data serving |
| 1. Security and control measures may include but not limited to: | * Countermeasures and risk reduction * Cyber threat issues * Risk management |

**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
* Interpretation
* Typing
* Communication
* Computing

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Input and output devices
* Central processing Unit (CPU)
* Peripherals
* Storage Media
* Software concept
* Types of concept
* Function of computer software
* Data security and privacy
* Security threats and control measures
* 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 sheet;
* Meaning, formulae, function and charts, uses, layout, data manipulation and application to cell
* Networking and Internet;
* Meaning, functions and uses of networking and internet.
* Electronic mail and world wide web
* Emerging trends and issues in ICT;
* Identify and apply 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 input, output, CPU and storage media devices of computers in accordance to computer specification   2. Identified concepts, types and functions of computer software according to operation manual   3. Identified and controlled security threats   4. Detected and protected computer crimes   5. Applied word processing in office tasks   6. Prepared work sheet and applied data to the cells in accordance to workplace procedures   7. Used Electronic Mail for office communication as per workplace procedure   8. Applied internet and World Wide Web for office tasks in accordance with office procedures   9. Applied laws governing protection of ICT |
| 1. Resource Implications | * 1. Access to relevant workplace where assessment can take place   2. Appropriately simulated environment where assessment can take place   3. Materials relevant to the proposed activity or tasks |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Written tests   2. Practical assignment   3. Interview   4. Oral Questioning   5. Observation |
| 1. Context of Assessment | * Competency may be assessed  1. On the job 2. Off the job 3. During industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE ENTREPRENEURIAL SKILLS

**UNIT CODE:** LOG/OS/RTM/BC/04/4/A

**UNIT DESCRIPTION**

This unit covers the competencies required demonstrate entrepreneurial skills. It involvescreating and maintaining small scale business, establishing small scale business customer base, managing small scale business and growing/ expanding small scale business.

**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. Create and maintain small scale business | 1. Generation and evaluation of business ideas is undertaken in accordance with the existing procedure 2. Competencies are matched with business opportunities in accordance with business practices. 3. Procedure for starting a small business is identified as per the legal requirements 4. SWOT/ PESTEL analysis and or industrial survey is carried out according to office procedures 5. ***Business operations*** are monitored and controlled following established procedures. 6. Quality assurance measures are implemented in accordance with the business practices. 7. Good relations are maintained with staff/workers as per the workplace policies. 8. Policies and procedures on occupational safety and health and environmental concerns are constantly observed as per the workplace policies |
| 1. Establish small scale business customer base | 1. Good customer relations are maintained in accordance with office procedures 2. New customers and markets are identified, explored and reached out to according to the marketing plan 3. Promotions/Incentives are offered to loyal customers in accordance with office procedures 4. Additional products and services are evaluated and tried in accordance with marketing strategy 5. Customer record is maintained in accordance with office procedures |
| 1. Manage small scale business | 1. Enterprise is built up and sustained in line with judicious control of cash flows. 2. Profitability of enterprise is ensured as per the internal controls. 3. Unnecessary or lower-priority expenses and purchases are avoided as per the marketing strategy 4. Basic cost-benefit analysis are undertaken in accordance with office procedures 5. Basic financial management are undertaken in accordance with office procedures 6. Basic financial accounting in undertaken in accordance with office procedures 7. Business ***internal controls*** are implemented in accordance with office procedure 8. Setting business priorities and strategies is carried out according to office procedures 9. Preparation and interpretation of basic financial statements is undertaken in accordance with set procedures 10. Preparation of business plansfor small business is undertaken in accordance with ***business strategy*** 11. Business Social Responsibility is maintained in accordance with Standard Operations Procedures (SOP) |
| 1. Grow/ expand small scale business | 1. Prepared business growth strategy for small sale business in accordance with office procedures 2. Incorporated technology in small scale business growth in accordance with technological trends 3. Emerging issues and trends are considered in accordance with business growth strategy 4. Built audience interest in product/service according to growth strategy 5. Boosted cooperate communication according to business ***communication strategy*** |

**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. Business operations may include but not limited to: | * Purchasing * Accounting/administrative * Work production/operations/sales * Marketing |
| 1. Internal control may include but not limited to: | * Accounting systems * Financial statements/reports * Cash management * Human resource management |
| 1. Business Strategy may include but not limited to: | * Management of wastages * Environmental Conservation |
| 1. Communication strategy may include but not limited to: | * Blue print of exchange of information * Technology and exchange of information |

**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:

* Marketing
* Advertising
* Basic bookkeeping
* Accounting
* Communication

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Generation and evaluation of business ideas
* Legal requirements for starting a small business
* SWOT/ PESTEL analysis
* Occupational Safety and Health
* Public relations concepts
* Business plan
* Business financing
* Marketing strategies
* Business management and control
* Production/ operation process
* Product promotion strategies
* Market and feasibility studies
* Business ethics
* Building customer relations
* Business models and strategies
* Types and categories of businesses
* Business internal controls
* Relevant national and local legislation and regulations
* Basic quality control and assurance concepts
* Building relations with customer and employees
* Building competitive advantage of the enterprise
* Business growth 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. Demonstrated entrepreneurial skills 2. Demonstrate competencies to create a small-scale business 3. Demonstrated ability to conceptualize and plan a micro/small business 4. Grew customer base for the small-scale business 5. Demonstrated ability to manage/operate a micro/small-scale business 6. Demonstrated competencies to grow a micro/small-scale business | |
| 1. Resource Implications | |  | | --- | | The following resources should be provided: |  1. Assessment location 2. Case studies on micro/small-scale enterprises 3. Assessment materials |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   |  |  | | --- | --- | | 1. Written tests 2. Observation 3. Oral questioning 4. Portfolio 5. Projects |  | |
| 1. Context of Assessment | Competency may be assessed   1. On the job 2. Off the job 3. During industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE EMPLOYABILITY SKILLS

**UNIT CODE:** LOG/OS/RTM/BC/05/4/A

**UNIT DESCRIPTON**

This unit covers competencies required to demonstrate employability skills. It involves conducting self-management, demonstrating critical safe work habits, demonstrating workplace learning and workplace ethics.

**ELEMENTS AND PERFORMANCE CRITERIA**

|  |  |
| --- | --- |
| **ELEMENT**  These describe the key outcomes which make up workplace function. | **PERFORMANCE CRITERIA**  These are assessable statements which specify the required level of performance for each of the elements.  ***Bold and italicized terms are elaborated in the Range*** |
| 1. Conduct self-management | 1. Personal vision, mission and goals are formulated based on potential and in relation to organization objectives 2. Emotional intelligence is demonstrated as per workplace requirements. 3. Individual performance is evaluated and monitored according to the agreed targets. 4. Assertiveness is developed and maintained based on the requirements of the job. 5. Accountability and responsibility for own actions are demonstrated based on workplace instructions. 6. Self-esteem and a positive self-image are developed and maintained based on values. 7. Time management, attendance and punctuality are observed as per the organization policy. 8. Goals are managed as per the organization’s objective 9. Self-strengths and weaknesses are identified based on personal objectives |
| 1. Demonstrate 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. 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 workplace ethics | 1. Policies and guidelines are observed as per the workplace requirements 2. Self-worth and professionalism is exercised in line with personal goals and organizational policies 3. Code of conduct is observed as per the workplace requirements 4. Integrity is demonstrated as per legal requirement |

**RANGE**

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

|  |  |
| --- | --- |
| **Range** | **Variable** |
| 1. Personal objectives may include but not limited to: | * Long term * Short term * Broad * Specific |
| 1. Feedback may include but not limited to: | * Verbal * Written * Informal * Formal |
| 1. Team may include but not limited to: | * Small work group * Staff in a section/department * Inter-agency group |
| 1. Drug and substance abuse may include but not limited to: | * Alcohol * Tobacco * Miraa * Over-the-counter drugs * Cocaine * Bhang * Glue |
| 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 |
| 1. Innovation may include but not limited to: | * New ideas * Original ideas * Different ideas * Methods/procedures * Processes * New tools |

**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
* Critical thinking
* Observation
* Organizing
* Record keeping
* Problem solving
* Decision Making
* Resource utilization

**Required Knowledge**

The individual needs to demonstrate knowledge of:

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

**EVIDENCE GUIDE**

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

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

# DEMONSTRATE ENVIRONMENTAL LITERACY

UNIT CODE: LOG/OS/RTM/BC/06/4/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to demonstrate environmental literacy. It involves controlling environmental hazard, controlling environmental pollution, demonstrating sustainable resource use and evaluating current practices in relation to resource usage.

**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 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 compiled following standard protocol.   2. Procedures for solid waste management are observed according Environmental Management and Coordination Act 1999   3. Methods for minimizing noise pollution complied following environmental regulations. |
| 1. Demonstrate sustainable use of resource s | * 1. Methods for minimizing wastage are complied with.   2. ***Waste management procedures*** are employed following principles of 3Rs (Reduce, Reuse, Recycle)   3. Methods for economizing or reducing resource consumption are practiced. |
| 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/sector   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 |

**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 are not limited to: | * Masks * Gloves * Goggles * Safety hat * Overall * Hearing protector * Safety boots |
| 1. Environmental pollution control measures may include but are not limited to: | * Methods for minimizing or stopping spread and ingestion of airborne particles * Methods for minimizing or stopping spread and inhaling gases and fumes * Methods for minimizing or stopping spread and ingestion of liquid wastes |
| 1. Waste management procedures may include but are not limited to: | * Sorting * Storing of items * Recycling of items * Disposal of items * Handling * Transport |
| 1. Current resources usage may include but are not limited to: | * Electric * Water * Fuel * Telecommunications * Supplies * Materials |

**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
* Writing
* Communication

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Storage methods of environmentally hazardous materials
* Disposal methods of hazardous wastes
* Usage of PPE Environmental regulations
* OSHS
* Types of pollution
* Environmental pollution control measures
* Different solid wastes
* Solid waste management
* Different noise pollution
* Methods of minimizing noise pollution
* Solid Waste Act
* Methods of minimizing wastage
* Waste management procedures
* Economizing of resource consumption
* Principle of 3Rs
* Types of resources
* Techniques in measuring current usage of resources
* Calculating current usage of resources
* Types of workplace environmental hazards
* Environmental regulations
* Environmental regulations applying to the enterprise.
* Procedures for assessing compliance with environmental regulations.
* 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 current work processes to access information and data Analysis of data and information

**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 hazards 2. Controlled environmental pollution 3. Demonstrated sustainable resource use 4. Evaluated current practices in relation to resource usage |
| 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, etc.)   3. PPEs   4. Manuals and references   5. Legislation, policies, procedures, protocols and local ordinances relating to environmental protection   6. Case studies/scenarios relating to environmental Protection |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Observation 2. Oral questioning 3. Written tests 4. Third party reports 5. Portfolio |
| 1. Context of Assessment | Competency may be assessed:   1. On the job 2. Off the job 3. During industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# DEMONSTRATE OCUPATIONAL SAFETY AND HEALTH PRACTICES

**UNIT CODE:** LOG/OS/RTM/BC/07/4/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to practice safety and health and comply with OSH requirements relevant to work. It involves observing workplace procedures for hazards and risk prevention and participating in arrangements for workplace safety and health maintenance.

**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. Adhere to workplace procedures for hazards and risk prevention | 1. Arrangement of work area and items in accordance with   workplace procedures requirements   1. Work standards and procedures are followed based on instructions 2. ***Prevention and control measures*** are applied based on instructions |
| 1. Participate in arrangements for workplace safety and health maintenance | 1. Orientations on ***OSH requirements and regulations*** is undertaken in line with policy. 2. Feedback on occupational health and safety are provided as per workplace instructions. 3. Workplace procedures for reporting hazards, incidents, injuries and sickness are adhered to as per workplace policy. 4. ***OSH-related training needs*** are identified and proposed as per workplace policy. |

**RANGE**

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

|  |  |
| --- | --- |
| **Variable** | **Range** |
| 1. Prevention and control measures may include but are not limited to: | * Eliminate the hazard * Isolate the hazard * Substitute the hazard with a safer alternative * Use administrative controls to reduce the risk * Use engineering controls to reduce the risk * Use personal protective equipment * Safety, Health and Work Environment Evaluation * Periodic and/or special medical examinations of workers |
| 1. Safety gears /PPE (Personal Protective Equipment’s) may include but are not limited to: | * Arm/Hand guard, gloves * Eye protection (goggles, shield) * Hearing protection (ear muffs, ear plugs) * Hair Net/cap/bonnet * Hard hat * Face protection (mask, shield) * Apron/Gown/coverall/jump suit * Anti-static suits * High-visibility reflective vest |
| 1. Incidents and emergencies may include but are not limited to: | * Chemical spills * Equipment/vehicle accidents * Explosion * Fire * Gas leak * Injury to personnel * Structural collapse * Toxic and/or flammable vapors emission. |
| 1. OSH requirements / regulations may include but are not limited to: | * Building code * Permit to Operate |
| 1. OSH-related trainings may include but are not limited to: | * Safety Orientations relevant to tasks * Safe and Correct Operation of Tools and Equipment * Health Orientations/trainings * Prevention and Control of OSH Hazards in the workplace * Chemical Handling * Safety Trainings * Prevention and Control of Work-related Injuries and Illness * Basic First-aid Trainings * Emergency Response Trainings * Trainings on use of fire-extinguisher |

**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
* Knowledge management
* Collaborating
* Interpersonal
* Troubleshooting
* Critical thinking
* Observation

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* General OSH principles and legislations
* Principles of good housekeeping (5S)
* Company/workplace policies/ guidelines
* Standards and safety requirements of work process and procedures
* Standard Workplace emergency plan and procedures
* Safety and health requirements of tasks
* Workplace guidelines on providing feedback on OSH and security concerns
* OSH regulations
* Hazard control procedures
* OSH trainings relevant to work

**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. Arranged work area and items in accordance with 2. workplace procedures requirements 3. Followed work standards and procedures based on instructions 4. Applied ***Prevention and control measures*** based on instructions 5. Undertook orientations on ***OSH requirements and regulations*** in line with policy. 6. Provided feedback on occupational health and safety as per workplace instructions. 7. Adhered to workplace procedures for reporting hazards, incidents, injuries and sickness to as per workplace policy. 8. Identified and proposed OSH-related training needs as per workplace policy. |
| 1. Resource Implications | The following resources should be provided:   1. Access to relevant workplace where assessment can take place 2. Appropriately simulated environment where assessment can take place |
| 1. Methods of Assessment | Competency in this unit may be assessed through:   1. Oral questioning 2. Portfolio of evidence 3. Third Party Reports 4. Written tests |
| 1. Context of Assessment | Competency may be assessed:   1. On-the-job 2. Off-the –job 3. During Industrial attachment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# COMMON UNIT OF COMPETENCY

# APPLY PRINCIPLES OF BUSINESS LAW

**UNIT CODE:** LOG/OS/RTM/CC/01/4/A

**UNIT DESCRIPTION**

This unit specifies the competencies required to apply principles of business law; It involves demonstrating the understanding law, applying law of Persons, law of tort, law of contract, law of agency, the law of insurance and the law of carriage.

**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 law | * 1. Nature of law is determined as per common law of England   2. The sources of law are identified as per common law of England   3. The purpose the law is identified as per common law of England   4. Laws are classified as per common law of England. |
| 1. Apply law of Persons | * 1. Functions of law of tort are determined as per company Act   2. Nature of tortuous law liability is explained as per company Act   3. Tortuous liability is determined as per company Act   4. Tort, crime, breach of contract and malice are differentiated as per company Act   5. Capacity to sue or be sued is determined as per company Act   6. General defense methods are identified as per company Act |
| 1. Apply law of tort | * 1. Features of valid contract are identified as per company Act   2. Methods of forming contract are determined as per company Act   3. Terms of contract are identified as per company Act   4. Methods of discharging contract are identified as per company Act   5. Remedies of breach of contract are determined as per company Act |
| 1. Apply law of contract | * 1. Agents are classified as per company Act   2. Methods of creating agents are identified as per company act   3. Events of agent’s authority are identified as per company Act   4. Duties and rights of agents are identified as per company Act   5. Methods of terminating agency are identified as per company Act |
| 1. Apply law of   agency | * 1. Agents are identified as per the organizational policies and procedures   2. Rights and duties of the parties are determined based on the contract   3. Authority of an agent is defined as per the organizational requirements   4. Termination of agency procedures are determined based on the contract |
| 1. Apply law of insurance | * 1. Insurance contract are identified and selected   2. Insurance principles are formulated based on the contract   3. Contract are formed as per the organizational requirement |
| 1. Apply law of carriage | * 1. Types of carriage are identified   2. Law of carriage of passengers is identified and understood   3. Law of carriage of goods is identified and understood   4. Transport legal framework are adhered to   5. Documents used in carriage are identified and used as per the legal framework |

**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. Negotiable instrument includes but not limited to: | * + Cheques   + Bill of exchange   + Promissory note |
| 1. Property includes but not limited to: | * + Real and personal   + Movable   + immovable   + tangible   + And intangible |
| 1. Intellectual property includes but not limited to: | * + Plant breeder’s patents   + trademarks,   + Copyrights   + Industrial designs |

**REQUIRED KNOWLEDGE AND SKILLS**

The individual needs to demonstrate knowledge of:

* Business & Economic cycles in a diverse range of sectors.
* Financial Accounting.
* Risk management.

**SKILLS**

The individual needs to demonstrate the following skills:

* Evaluation.
* Communication
* Analysis.
* Numeracy.
* Report writing.
* Negotiation
* Inter-personal.

**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 understand law 2. Demonstrated the ability to apply law of Persons 3. Demonstrated the ability to apply law of tort 4. Demonstrated the ability to apply law of contract 5. Demonstrated the ability to apply law of sale of goods 6. Demonstrated the ability to apply hire purchase contracts 7. Demonstrated the ability to apply law of agency 8. Demonstrated the ability to apply law of negotiable instruments 9. Demonstrated the ability to apply the law of insurance 10. Demonstrated the ability to apply the law of property |
| 1. Resource Implications | The following resources must be provided:   * 1. Policy documents |
| 1. Methods of Assessment | Competency may be accessed through:   1. Written tests 2. Oral questioning 3. Third party reports 4. Case studies |
| 1. Context of Assessment | Competency may be assessed:   1. On the job 2. Off the job 3. In work placement (attachment) 4. Off the job assessment must be undertaken in a closely simulated workplace environment |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# CORE UNITS OF COMPETENCY

# MAINTAIN ROAD TRANSPORT FLEET

**UNIT CODE:** LOG/OS/RTM/CR/01/4/A

**UNIT DESCRIPTION**

This unit describes competencies required to maintain road transport fleet. It involves providing workshop services, providing maintenance services and maintaining fleet records.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT** | **PERFORMANCE CRITERIA**  ***(Bold and italicized terms are elaborated in the Range)*** |
| --- | --- |
| 1. Provide workshop services | * 1. ***Workshop tools and equipment*** are identified based on services to be offered   2. Workshop tools and equipment are identified for procurement in line with procurement policy   3. Workshop is operationalised as per SOPs   4. Workshop floor operations are implemented as per SOPs   5. Workshop database is maintained as per SOPs |
| 1. Provide maintenance services | * 1. Fleet mechanical and operational conditions are assessed as per SOPs   2. Diagnostic tests are carried out as per SOPs   3. Fleet lubrication systems are serviced as per SOPs   4. ***Service parts*** are replaced/serviced based on part conditions   Waste materials are disposed as per SOPs   * 1. Road tests are carried out and service and repair procedures finalized as per SOPs   2. Fleet maintenance reports are prepared in line with workplace policy   3. Fleet replacement policies are prepared in line with workplace policies |
| 1. Maintain Fleet records | * 1. ***Fleet records*** are obtained and categorised based on workplace procedures   2. Fleet maintenance and management systems are implemented in line with workplace policy   3. Fleet records are regularly updated in line with workplace procedures   4. Security of fleet records is provided and maintained as per SOPs   5. Disposal and archival of fleet records is carried out according to workplace procedures and policy |

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

**REQUIRED KNOWLEDGE**

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

**SKILLS**

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

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   1. Demonstrated ability to provide workshop services 2. Demonstrated ability to provide maintenance services 3. Maintained fleet records |
| 1. Resource Implications | The following resources should be provided:   1. Workplace: Real or simulated work area 2. Appropriate Tools & equipment 3. Materials relevant to the activity 4. Computers 5. PPE 6. Workshops |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written test 2. Interview 3. Observation 4. Third party reporting 5. Projects |
| 1. Context of Assessment | 1. Competency may be assessed on the job, 2. off the job or a combination of these. 3. Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# PERFORM BOOK KEEPING

**UNIT CODE:** LOG/OS/RTM/CR/02/4/A

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT** | **PERFORMANCE CRITERIA**  ***(Bold and italicized terms are elaborated in the Range)*** |
| --- | --- |
| 1. Record materials received and issued | * 1. Material requisitions are prepared and received as per SOPs   2. Materials are received and issued as per SOPs   3. Materials received and issued are posted and reconciled as per SOPs |
| 1. Prepare financial documents | * 1. ***Source documents*** are defined   2. ***Books of original entry*** are recorded as per ***SOPs*** |
| 1. Maintain financial documents | * 1. Financial records are stored in line with SOPs   2. Financial records are retrieved as per SOPs   3. Financial records are reconciled as per SOPs   4. Safety and security of financial records is provided as per workplace policy |

**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. Source documents | * Invoice notes * Delivery notes * Goods received note * Imprest form |
| 1. Books of original entry | * Ledgers * Cash book * Petty cash book |
| 1. SOPs | * Policies |

**REQUIRED KNOWLEDGE**

* Credit control
* Accounting
* Mathematics
* ICT
* Cost estimation
* Cost control
* Legal requirements
* Law of contract

**SKILLS**

* Numeracy
* Communication
* Time management
* Negotiation
* Problem solving
* Decision making
* Planning
* Writing

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate   1. Recorded materials received and issued 2. Maintained financial documents 3. Prepared financial documents |
| 1. Resource Implications | The following resources should be provided:   1. Computer 2. Stationery 3. Office equipment 4. Records of accounting transactions |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written text 2. Interview 3. Observation |
| 1. Context of Assessment | 1. Competency may be assessed on the job, 2. off the job or a combination of these. 3. Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# PERFORM LOGISTICS AND PHYSICAL DISTRIBUTION

**UNIT CODE:** LOG/OS/RTM/CR/03/4/A

**UNIT DESCRIPTION**

This unit describes competencies required to perform logistics and physical distribution. It involves performing warehousing operations, performing packaging operations, preparing goods for dispatch, performing cross-docking operations and collecting logistics and physical distribution information.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT** | **PERFORMANCE CRITERIA**  ***(Bold and italicized terms are elaborated in the Range)*** |
| --- | --- |
| 1. Perform warehousing operations | * 1. ***Inbound activities*** are performed as per workplace policy   2. ***Process activities*** are performed as per workplace policy   3. ***Outbound activities*** are performed as per workplace policy   4. Material handling operations are implemented in line with workplace policies |
| 1. Perform packaging operations | * 1. Packaging system requirements are identified as per SOPs   2. Packaging system operations is implemented in line with workplace policies   3. Packaging system usage report is prepared and disseminated in line with workplace policy |
| 1. Prepare goods for dispatch | * 1. Loads for distribution are processed as per SOPs   2. Break bulk activities are undertaken as per SOPs   3. Consolidation of goods is undertaken as per SOPs   4. Marshalling operations are carried out as per SOPs   5. Goods are dispatched as per SOPs |
| 1. Perform cross-docking operations | * 1. Goods for cross-docking are identified as per SOPs   2. Goods for cross-docking are marshalled as per SOPs   3. Goods for cross-docking are loaded as per delivery sequence   4. Goods for cross-docking are dispatched as per SOPs   5. Records for cross-docking of goods are maintained as per SOPs |
| 1. Collect logistics and physical distribution information | * 1. Logistics and physical distribution data are obtained from department heads   2. Consignment claims are received and recorded/reported as per organisation policy   3. Logistics and physical distribution information is disseminated as per SOPs |

**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. Inbound activities may include but is not limited to: | * Receiving/acceptance of goods * Classification * Storage of goods |
| 1. Process activities may include but is not limited to: | * Stock rotation (FIFO & LIFO) * Order picking * Replenishment |
| 1. Outbound activities may include but is not limited to: | * Packing * Shipping |
| 1. Vehicle requirements may include but is not limited to: | * Vehicles to purchase * Project vehicles required |

**REQUIRED KNOWLEDGE**

* Tracking systems
* Fleet management
* Distribution channels
* Distribution documents
* Transportation systems
* Staff supervision
* Types of goods
* Prospecting for customers
* Risk assessment and management
* Knowledge on ICT

**SKILLS**

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

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate   1. Performed warehousing operations 2. Performed material handling operations 3. Performed packaging operations 4. Perform cross-docking operations 5. Monitored fleet operations 6. Prepared logistics and physical distribution reports |
| 1. Resource Implications | The following resources should be provided:   1. A functional warehouse 2. Computer 3. Computer software 4. Stationery 5. Office equipment and supplies 6. Security and surveillance systems |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written text 2. Interview 3. Observation 4. Third party report |
| 1. Context of Assessment | Competency may be assessed on the job, off the job or a combination of these. Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# PERFORM WAREHOUSING OPERATIONS

**UNIT CODE:** LOG/OS/RTM/CR/04/4/A

**UNIT DESCRIPTION**

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

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT** | **PERFORMANCE CRITERIA**  ***(Bold and italicized terms are elaborated in the Range)*** |
| --- | --- |
| 1. Maintain warehouse layout | * 1. ***Goods are classified*** based on their storage requirements.   2. Goods are arranged in the warehouse in accordance with workplace procedures.   3. Warehouse cleanliness and tidiness are maintained in accordance with workplace policy   4. Material handling equipment are used as per SOPs   5. ***Personal Protective Equipment*** are used based on equipment to be used |
| 1. Receive warehouse goods | * 1. ***Documents*** are received as per SOPs   2. Unloading is carried out as per workplace procedures   3. Verification is carried out as per workplace procedures   4. Inspection is carried out as per workplace procedures   5. Goods are accepted/rejected as per SOPs   6. Goods are stored in line with SOPs |
| 1. Maintain records of stored goods | * 1. Procured goods are recorded in respective ***stores records*** as per standard operating procedures.   2. Registers and ledgers are prepared as per standard operating procedures.   3. ***Delivery documents*** are filed as per standard operating procedures. |
| 1. Maintain quality of stored goods | * 1. ***Storage pests*** are controlled as per the legal requirements   2. Goods are stored based on their ***storage requirements***   3. Stored goods are secured from spoilage as per workplace policy.   4. Store is maintained as per ***legal requirements*** |
| 1. Secure stored goods | * 1. ***High value goods*** are stored in locked cages within the stores as per standard operating procedures.   2. Warehouse are locked up at all times as per workplace policy and standard operating procedures.   3. Warehouse are physically watched at all times as per workplace policy and standard operating procedures.   4. ***Security surveillance systems*** are monitored as per workplace policy.   5. Risk of theft of stored goods is reported as per workplace policy.   6. Damage on warehouse plant and equipment are reported as per workplace policy |
| 1. Dispatch warehouse goods | * 1. Goods for dispatch are prepared as per SOPs   2. Dispatch documents are prepared as per SOPs   3. Goods are verified and dispatched as per SOPs   4. Security of dispatched goods is maintained as per SOPs |
| 1. Control warehouse inventory | * 1. Inventory is classified according to type and nature of goods   2. Inventory control system is implemented as per SOPs   3. Inventory usage is recorded as per the workplace policy |

**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. Goods may include but is not limited to: | * Value * Perishability * Dangerous Goods * Weight and volume * Type of goods |
| 1. PPE may include but is not limited to: | * Gloves * Helmets * Gumboots * Safety boots * Aprons * Goggles * Masks * Reflectors * Knee caps |
| 1. Documents may include but are not limited to: | * Invoice * Packing list * Purchase Order * Delivery note * Consignment note * Certificate of Inspection * Import Documents (Where applicable) |
| 1. Stores records may include but are not limited to: | * Bin card * Stock recoupment cards * Stores requisition * Catalogues * Registers |
| 1. Delivery documents may include but is not limited to: | * Copy of contract agreement * Copy of LPO * Copy of invoice * Copy of delivery note * Copy of inspection report * Copy of payment voucher |
| 1. Storage pests may include but is not limited to: | * Rodents * Insects |
| 1. Storage requirements may include but is not limited to: | * Cold dry place * Dry place * Humid conditions * Moist conditions * Ventilated * Dark * Manufacturers’ instructions * Strong room |
| 1. Legal requirements may include but is not limited to: | * OSHA * Factories Act * Employment Act * EMCA 1999 * Public Health Cap 242 |
| 1. Security surveillance systems may include but is not limited to: | * CCTV * Alarms * Clock in cards * Security guards |
| 1. High value goods may include but is not limited to: | * Gold * Diamonds * High technology products * Bank notes * Jewelry |
| 1. Mitigation measures may include but is not limited to: | * Insurance * Bond |

**REQUIRED KNOWLEDGE**

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

**SKILLS**

* Organizing skills
* Negotiation skills
* Interpersonal skills
* Communication skills
* Evaluation skills
* Record keeping skills

**EVIDENCE GUIDE**

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

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| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate:   * 1. Laid out warehouse appropriately   2. Demonstrated knowledge of warehouse design and layout   3. Considered good storage requirements in their classification   4. Arranged stored goods based on their categorization.   5. Maintained warehouse cleanliness and tidiness   6. Demonstrated knowledge of storage pest control   7. Secured Stored goods from adulteration   8. Demonstrated knowledge of legal requirements related to warehousing.   9. Demonstrated understanding of relationship between storage space and stock level   10. Stored high value goods under locked cages   11. Demonstrated understanding of the significance of safety and security of warehouses   12. Demonstrated understanding of risk assessment and mitigation measures |
| 1. Resource Implications | The following resources should be provided:   * 1. A functional procurement unit   2. A functional procurement entity with an approved warehouse   3. Warehouse equipment |
| 1. Methods of Assessment | Competency may be assessed through:   1. Written text 2. Interview 3. Observation |
| 1. Context of Assessment | Competency may be assessed on the job, off the job or a combination of these. Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |

# MANAGE PASSENGER TRANSPORT

**UNIT CODE:** LOG/OS/RTM/CR/05/4/A

**UNIT DESCRIPTION:**

This unit describes competencies required to manage passenger transport. It involves carrying out passenger ticketing, maintaining passenger service vehicles, providing vehicle security and safety, handling passenger accompaniments and providing customer care services.

**ELEMENTS AND PERFORMANCE CRITERIA**

| **ELEMENT** | **PERFORMANCE CRITERIA**  ***(Bold and italicized terms are elaborated in the Range)*** |
| --- | --- |
| 1. Carry out passenger ticketing | * 1. Tickets are acquired and stored as per SOPs   2. Tickets are sold and distributed based on demand   3. Passenger ticket inspection is carried out as per SOPs   4. ***Finance security*** is implemented as per SOPs   5. Process challenges are identified and reported as per SOPs   6. Tickets are recorded as per SOPs |
| 1. Maintain passenger service vehicles | * 1. Passenger service vehicle mechanical and operational conditions are assessed as per SOPs   2. Diagnostic tests are carried out as per SOPs   3. Passenger service vehicle are serviced as per SOPs   4. ***Service parts*** are replaced/serviced based on part conditions   5. Road tests are carried out and service and repair procedures finalized as per SOPs   6. Passenger service vehicle maintenance reports recorded in line with workplace policy |
| 1. Provide vehicle safety and security | * 1. ***Security risks*** are assessed based on the operating environment   2. Security policy is implemented as per SOPs   3. Safety and security inspection ***tools and equipment*** are identified based on SOPs   4. Passengers are inspected in line with security policy and SOPs   5. Passenger luggage is inspected in line with security policy and SOPs   6. Termini safety is provided as per legal requirements   7. Vehicle safety checks are conducted as per safety rules and regulations   8. ***Vehicle operations*** are carried out according to safety procedures |
| 1. Handle passenger accompaniments | * 1. Passenger ***accompaniments*** are identified   2. High value goods are declared as per SOPs   3. Passenger accompaniments are accepted as per SOPs   4. Passenger accompaniments are labelled as per SOPs   5. Passenger accompaniments are loaded and transported as per SOPs   6. Passenger accompaniments are delivered as per SOPs |
| 1. Provide customer care services | * 1. Customer needs are identified as per SOPs   2. Customer information is received and channelled to relevant parties as per workplace policy   3. Customer complaints are reported as per workplace policy |

**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.

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| **Variable** | **Range** |
| 1. Transport infrastructure may include but are not limited to: | * Road * Termini * Communication network * Support services |
| 1. Laws and regulations may include but are not limited to: | * Transport Licensing Board (TLB) * National Transport Safety Authority (NTSA) * Insurance * Traffic Act * Time Schedules * Security schedules |
| 1. Vehicle requirements may include but are not limited to: | * Type of vehicles   + Sedan   + Van   + Mini-van   + Mini bus   + Bus   + VIP   + Security vehicles   + Specialised vehicles (ambulances, fire engines) * Engine capacity * Service crew |
| 1. Acquired may include but are not limited to: | * Trade in * Concession * Hire * Leasing * Outright purchase * Hire purchase |
| 1. Route may include but are not limited to: | * Demographic distribution * Route congestion * Infrastructure * Vehicle efficiency * Termini |
| 1. Optimisation may include but are not limited to: | * Limitations * Time * Cost * Efficiency * Capacity |
| 1. Organisation requirements may include but are not limited to: | * Security features * Attractiveness * Simplicity * Durability * Cost * Mode |
| 1. Finance security may include but are not limited to: | * Banking * Movement of funds from point of sale to bank * Collection of funds * E-ticketing * Cash * Personnel integrity |
| 1. Government regulations may include but are not limited to: | * NTSA * Traffic Act * TLB * KeNHA * NEMA |
| 1. Service parts may include but are not limited to: | * Oil, fuel, air and diesel exhaust filters * Wiper blades * Spark plugs * Brake pads/linings * Drive belts * Seals and gaskets * Tyre fitting and puncture repair * Lining/pad * Fan belts |
| 1. Security risks may include but are not limited to: | * Accident * Return on Investment * Political instability * Theft * Natural calamities * Loss/damage * Terrorism |
| 1. Managed may include but are not limited to: | * Insurance * Vehicle tracking * CCTV cameras * General surveillance |
| 1. Tools and equipment may include but are not limited to: | * Metal detectors * Scanners * First Aid Kits * Lifesavers * Reflectors * Fire extinguisher * PPE * Tool box * GPS tracking system * Communication equipment |
| 1. Vehicle operations may include but are not limited to: | * Routes * Schedules |
| 1. Accompaniments may include but are not limited to: | * Luggage size * Animals * Children * Special equipment   + Wheelchairs   + Prams   + Crutches |
| 1. Resources may include but are not limited to: | * Tools * Equipment * Rations * PPE * Allowances * Rest rooms |

**REQUIRED SKILLS AND KNOWLEDGE**

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

**Required Knowledge**

The individual needs to demonstrate knowledge of:

* Situation management
* Conflict resolution
* Socio-cultural behaviour
* Passenger behaviour
* Legal laws and policies
* Regulatory bodies
* Emerging technologies
* Customer relations
* ISO standards
* Quantitative techniques
* Ethical issues

**Required Skills**

The individual needs to demonstrate the following skills:

* Leadership
* Communication (verbal & Non-verbal)
* Conceptual skills
* Technical skills
* Human relations
* Digital literacy
* Aptitude thinking
* Decision making
* Statistical skills

**EVIDENCE GUIDE**

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

|  |  |
| --- | --- |
| 1. Critical Aspects of Competency | Assessment requires evidence that the candidate   1. Developed passenger transport policy 2. Carried out vehicle planning 3. Developed transport routes and schedules 4. Managed passenger ticketing 5. Maintained passenger service vehicles 6. Provided vehicle security 7. Managed transport safety 8. Managed passenger accompaniments 9. Managed vehicle crew 10. Managed human resource 11. Managed passenger fleet records |
| 1. Resource Implications | The following resources should be provided:   1. Functional workshop/garage 2. Simulated workplace environment 3. Tracking systems 4. Security systems 5. Communication equipment 6. Depots 7. Vehicles 8. Safes 9. Transportation related laws and regulations 10. First Aid Kits 11. Maps |
| 1. Methods of Assessment | Competency may be assessed through:   * 1. Written text   2. Interview   3. Observation |
| 1. Context of Assessment | 1. Competency may be assessed on the job, 2. off the job or a combination of these. 3. Off the job assessment must be undertaken in a closely simulated workplace environment. |
| 1. Guidance information for assessment | Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended. |