



Federal Democratic Republic of Ethiopia
OCCUPATIONAL STANDARD
BASIC RAILWAY OPERATION
NTQF Level I



*Ministry of Education
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Introduction

Ethiopia has embarked on a process of reforming its TVET-System. Within the policies and strategies of the Ethiopian Government, technology transformation – by using international standards and international best practices as the basis, and, adopting, adapting and verifying them in the Ethiopian context – is a pivotal element. TVET is given an important role with regard to technology transfer. The new paradigm in the outcome-based TVET system is the orientation at the current and anticipated future demand of the economy and the labor market.

The Ethiopia Occupational Standards (EOS) is the core element of the Ethiopian National TVET-Strategy and an important factor within the context of the National TVET-Qualification Framework (NTQF). They are national Ethiopian standards, which define the occupational requirements and expected outcome related to a specific occupation without taking TVET delivery into account.

This document details the mandatory format, sequencing, wording and layout for the Ethiopia Occupational Standard which comprised of Units of Competence.

A Unit of Competence describes a distinct work activity. It is documented in a standard format that comprises:

- Occupational title and NTQF level
- Unit title
- Unit code
- Unit descriptor
- Elements and Performance criteria
- Variables and Range statement
- Evidence guide

Together all the parts of a Unit of Competence guide the assessor in determining whether the candidate is competent.

The ensuing sections of this EOS document comprise a description of the occupation with all the key components of a Unit of Competence:

- chart with an overview of all Units of Competence for the respective level (Unit of Competence Chart) including the Unit Codes and the Unit titles
- contents of each Unit of Competence (competence standard)
- occupational map providing the Technical and Vocational Education and Training (TVET) providers with information and important requirements to consider when designing training programs for this standards and for the individual, a career path

UNIT OF COMPETENCE CHART

Occupational Standard: Basic Railway Operation

Occupational Code: **EIS BRO**

NTQF Level I

<p>EIS BRO1 01 0313 Secure Cargo</p>	<p>EIS BRO1 02 0313 Maintain and Use Hand Tools</p>	<p>EIS BRO1 03 0313 Use, Clean and Maintain Towing Equipment</p>
<p>EIS BRO1 04 0313 Shift Materials Safely Using Manual Handling Methods</p>	<p>EIS BRO1 05 0313 Follow Occupational Health and Safety Procedures</p>	<p>EIS BRO1 06 0313 Apply Customer Service Skills</p>
<p>EIS BRO1 07 0313 Check and Assess Operational Capabilities of Equipment</p>	<p>EIS BRO1 08 0313 Clean Transportation Units and Facilities for Passenger Use</p>	<p>EIS BRO1 09 0313 Follow Security Procedures When Working With Passengers and Personnel</p>
<p>EIS BRO1 10 0313 Apply Quality Standards</p>	<p>EIS BRO1 11 0313 Work with Others</p>	<p>EIS BRO1 12 0313 Receive and Respond to Workplace Communication</p>
<p>EIS BRO1 13 0313 Demonstrate Work Values</p>	<p>EIS BRO1 14 0313 Develop Understanding of Entrepreneurship</p>	<p>EIS BRO1 15 0313 Apply 3S</p>

Occupational Standard: Basic Railway Operation Level I	
Unit Title	Secure Cargo
Unit Code	EIS BRO1 01 0313
Unit Descriptor	This unit involves the skills and knowledge required to secure cargo including preparing to secure cargo/containers, lashing and unlash cargo, protecting cargo from weather, and packing and unpacking cargo. It may apply in cargo securing contexts in the stevedoring, transport, distribution and allied industries.

Elements	Performance Criteria
1. Prepare to secure cargo/containers	<p>1.1 Work area is prepared and maintained in accordance with the national standards, safety codes and site operating procedures.</p> <p>1.2 Unsafe work practices and/or equipment are reported to appropriate personnel.</p> <p>1.3 Appropriate protective clothing, equipment and fittings are selected.</p> <p>1.4 Formwork is erected where no lashing points exist</p> <p>1.5 Lashing plan is read and interpreted.</p>
2. Lash and unlash cargo	<p>2.1 Work is conducted in accordance with industry standards, statutory requirements, safety codes, site operating requirements and any special requirements of the cargo.</p> <p>2.2 Lashing points are identified and appropriate fittings and lashing equipment are used for each lashing point.</p> <p>2.3 Cargo is lashed and secured to lashing points ensuring the correct spread of lashings and that lashings are secured, attached and tensioned.</p> <p>2.4 Tensioners are securely fastened with appropriate securing equipment.</p> <p>2.5 When unlash, fittings are released, disconnected and removed from the cargo.</p> <p>2.6 Lashing equipment is placed in designated storage areas or cleared from work area.</p> <p>2.7 Lashing/unlash operations ensure no injury to personnel or damage to machinery or cargo.</p> <p>2.8 Lashing is completed in accordance with lashing plan.</p>
3. Protect cargo from weather	<p>3.1 Cargo is covered/uncovered safely ensuring appropriate covering and lashing, no injury to personnel or damage to cargo or equipment.</p> <p>3.2 Work is conducted in accordance with the requirements of national standards, safety codes and site operating procedures.</p>

4. Pack and unpack cargo	<p>4.1 Damaged cargo is identified and reported following enterprise procedures.</p> <p>4.2 Cargo is sorted and stacked prior to packing or after unpacking, ensuring the stack is in the correct location, in accordance with national standards, safety codes, and site operating procedures, <i>applicable regulations and legislation.</i></p> <p>4.3 Cargo is identified based on <i>Information/documents</i> through the interpretation of marks or numbers.</p> <p>4.4 Tight stow of cargo is maintained.</p> <p>4.5 Cargo is handled ensuring no injury to personnel or damage to cargo or equipment.</p>
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Variable	Range
Work area	May comprise : <ul style="list-style-type: none"> • large, medium or small worksites
Personnel in work area	May include: <ul style="list-style-type: none"> • workplace personnel • site visitors • contractors • official representatives
Personal protective equipment	May include: <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing • high visibility clothing • full arrest safety harness
Work	May be conducted in: <ul style="list-style-type: none"> • limited or restricted spaces • exposed conditions • controlled or open environments • at height • in a workbox or work cage • in a range of work environments • by day or night
Cargo	May include: <ul style="list-style-type: none"> • goods with specialist requirements, including temperature controlled goods and dangerous goods
Securing equipment	May include: <ul style="list-style-type: none"> • chocks • racks • lashings • ropes • chains

Lashing equipment for containers	<p>May include:</p> <ul style="list-style-type: none"> • twist locks • pelican hooks • lashing rods (bars) • turn handles (keys) • bottle screws • bridging clamps • cones
Cover	<p>May include:</p> <ul style="list-style-type: none"> • rain and dust covers
Applicable regulations and legislation	<p>May include:</p> <ul style="list-style-type: none"> • relevant codes and regulations for the securing of cargo • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> • Ethiopian and International Dangerous Goods Codes • Ethiopian Marine Orders and the International Rail Dangerous Goods Code • IATA Dangerous Goods by Air regulations • Ethiopian and International Explosives Codes • licence, patent or copyright arrangements • water and road use and licence arrangements • export/import/quarantine/bond requirements • marine orders • relevant Ethiopian standards and certification requirements • relevant state/territory OHS and environmental protection legislation • workplace relations regulations • workers compensation regulations
Information/ documents	<p>May include:</p> <ul style="list-style-type: none"> • goods identification numbers and codes • manifests, bar codes, and container identification/serial number • Ethiopian and international codes of practice and regulations relevant to the securing of cargo • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturers specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and material safety data sheets (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Ethiopian standards and certification requirements

	<ul style="list-style-type: none"> • quality assurance procedures • emergency procedures
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Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in:</p> <ul style="list-style-type: none"> • the underpinning knowledge and skills • relevant legislation and workplace procedures • other relevant aspects of the range statement
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • procedures for managing and controlling hazardous situations when carrying out work activities • the marking and numbering systems for cargo • problems that may occur when securing cargo or freight and appropriate action that can be taken to resolve the problems • focus of operation of work systems, equipment, management and site operating systems for the securing of cargo or freight • workplace procedures and policies for the securing of cargo or freight • Ethiopian and international standards, codes and regulations relevant to the securing of cargo or freight including the Ethiopian and international dangerous goods codes • relevant bond, quarantine or other legislative requirements • relevant handling and safety codes • relevant OHS and environmental procedures and regulations
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communicate effectively with others when securing cargo or freight • read and interpret instructions, procedures, information and labels relevant to securing cargo or freight • identify cargo, container and goods, coding, ADG and IMDG markings and where applicable emergency information panels • interpret and follow operational instructions and prioritise work • receive, acknowledge and send messages with available communications equipment • complete documentation related to the securing of cargo or freight • work collaboratively with others when securing cargo or freight • adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others

	<ul style="list-style-type: none"> • promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures • implement contingency plans for unplanned events • apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities • monitor work activities in terms of planned schedule • modify activities depending on differing operational contingencies, risk situations and environments • apply fatigue management knowledge and techniques • work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • identify, select and use relevant equipment, processes and procedures when securing cargo or freight • operate and adapt to differences in cargo handling equipment in accordance with standard operating procedures • use the lashing and protection equipment • select and use required personal protective equipment conforming to industry and OHS standards
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Basic Railway Operation Level I	
Unit Title	Maintain and Use Hand Tools
Unit Code	EIS BRO1 02 0313
Unit Descriptor	This unit involves the skills and knowledge required to maintain and use hand tools in accordance with workplace requirements, including selecting and using hand tools to complete workplace tasks, maintaining basic hand tools in accordance with manufacturer's instructions, and securing and storing hand tools in accordance with workplace procedures.

Elements	Performance Criteria
1. Select and use hand tools and materials	<p>1.1 Correct tools for work to be carried out are chosen to complete workplace tasks and to ensure efficient and safe working conditions by avoiding environmental hazards.</p> <p>1.2 Appropriate personal safety equipment is used to minimize the risk of personal injury.</p> <p>1.3 Appropriate materials in the work place are identified.</p>
2. Maintain hand tools	<p>2.1 Equipment is cleaned and maintained in accordance with manufacturer's specifications, work place procedures and/or local information to ensure correct functionality of equipment.</p> <p>2.2 Any unserviceable tools are repaired, replaced or reported to relevant personnel to ensure correct functionality.</p>
3. Secure and store hand tools	<p>3.1 Tools are transported in a safe, secure, efficient manner to minimize risk of contingency.</p> <p>3.2 Tools are stored and secured according to manufacturers or workplace procedures to prevent damage to, and losses of equipment.</p>

Variable	Range
Environmental hazards	<p>May include:</p> <ul style="list-style-type: none"> • leaking oil and fuel • inappropriate disposal of fluids in drains or sewerage systems • inappropriate disposal of waste and rubbish
Safety equipment	<p>May include:</p> <ul style="list-style-type: none"> • high visibility clothing • sunscreen and sun glasses • insect repellent • gloves, safety headwear, mask and footwear • portable radios • flags and hand lamps • safety glasses and hearing protection • safety devices

Materials	<p>May include:</p> <ul style="list-style-type: none"> servicing materials such as lubricants related materials and consumables needed when using tools, e.g. nails, screws, grease, etc.
Information/ records	<p>May include:</p> <ul style="list-style-type: none"> workplace operational and technical instructions and procedures for the use and care of hand tools relevant regulations including state/territory safety codes of practice and safe working regulations maintenance checklists and records for the use and servicing of tools tool/equipment manufacturers instructions, specifications and recommended procedures precautions and procedures to be adopted to protect the environment when using and maintaining hand tools OHS procedures QA plans and procedures data and document control procedures relevant standards and certification requirements emergency procedures award, enterprise bargaining agreement, other industrial arrangements
Consultant personnel	<p>May include :</p> <ul style="list-style-type: none"> workplace personnel supervisors and managers customers/clients equipment manufacturers representatives and contractors union representatives industrial relations and OHS specialists other professional or technical staff
Contingency processes	<p>May relate to:</p> <ul style="list-style-type: none"> personal injury tool malfunctions

Evidence Guide

Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of:</p> <ul style="list-style-type: none"> the underpinning knowledge and skills relevant legislation and workplace procedures other relevant aspects of the range statement
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> relevant sections of state/territory regulations, codes of practice and safe working system requirements relevant OHS and environmental procedures and regulations workplace procedures and policies for the use and maintenance of hand tools

	<ul style="list-style-type: none"> • problems that can occur when using and maintaining hand tools and related action that should be taken • materials used when using and maintaining hand tools and the procedures and precautions for their care, use and storage • workplace documentation and records requirements • procedures to be followed in the event of an emergency • workplace component and material supply system
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • communicate effectively with others when maintaining and using hand tools • read and interpret instructions, procedures, information and signs relevant to the maintenance and use of hand tools • interpret and follow operational instructions and prioritise work • complete documentation related to the use and maintenance of hand tools • operate electronic communication equipment to required protocols • work both individually and collaboratively with others when maintaining and using hand tools • adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • promptly report and/or rectify any identified problems, faults or malfunctions when maintaining and using hand tools in accordance with regulatory requirements and workplace procedures • implement contingency plans for unplanned events • apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities • monitor work activities in terms of planned schedule • identify, select and efficiently and effectively use relevant hand tools and related materials • modify activities depending on differing operational contingencies, risk situations and environments • work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Railway Operation Level I	
Unit Title	Use, Clean and Maintain Towing Equipment
Unit Code	EIS BRO1 03 0313
Unit Descriptor	This unit involves the skills and knowledge required to use, clean and maintain towing equipment in accordance with workplace requirements. It includes carrying out pre-operation checks on equipment, carrying out basic routine servicing of the equipment, using the towing equipment, cleaning the equipment, and recording and reporting the results of checks in accordance with workplace procedures.

Elements	Performance Criteria		
1. Visually inspect vehicle and towing equipment	<p>1.1 Towing vehicle and equipment are visually inspected prior to operations as per standard pre-operational functional and safety check procedures and manufacturers specifications.</p> <p>1.2 Aspects of vehicle or equipment found to be faulty or outside manufacturers or workplace specifications are reported to designated customers for appropriate action</p> <p>1.3 Purpose of equipment inspection is to ensure full operation.</p>		
2. Check vehicle and towing equipment for operational capability	<p>2.1 Towing vehicle and equipment are checked to ensure that they can be operated in accordance with manufacturers' specifications and standard operating procedures.</p> <p>2.2 Safety systems are all checked for operational effectiveness.</p> <p>2.3 Routine servicing checks and lubrication checks of the tow truck and its equipment are carried out in accordance with the service schedule for the vehicle and the equipment concerned.</p>		
3. Identify and assess impact of faults on towing operations	<p>3.1 The effect of any identified faults on the operation of the towing vehicle and equipment is assessed.</p> <p>3.2 Faulty equipment or components that may affect the safe operation of the vehicle and equipment are isolated, tagged and reported to the appropriate personnel for rectification.</p>		
4. Use towing equipment on vehicle	<p>4.1 Towing equipment works in accordance with manufacturers' specifications and regulatory requirements.</p> <p>4.2 In towing situation the attachment points used in the towing operation and the weight of the vehicle being towed or load being carried are checked to ensure that they are consistent with established towing practice,</p>		
Page 11 of 64	Ministry of Education Copyright	Basic Railway Operation Ethiopian Occupational Standard	Version 1 March 2013

	<p>regulatory requirements and the permissible safe working loads for the tow truck and its associated towing equipment.</p> <p>4.3 Safety precautions are followed when using the towing equipment on a tow truck in accordance with standard operating procedures and occupational health and safety requirements.</p> <p>4.4 Personal protective equipment is worn in accordance with standard operating procedures and occupational health and safety requirements.</p>
5. Clean towing vehicle and its equipment	<p>5.1 Appropriate cleaning process is selected for type of towing vehicle and its equipment in accordance with standard operating procedures.</p> <p>5.2 Cleaning materials are prepared in accordance with manufacturer's instructions and standard operating procedures.</p> <p>5.3 The required personal protective and safety equipment is selected and used in accordance with regulatory requirements and standard operating procedures.</p> <p>5.4 Towing vehicle is cleaned using appropriate cleaning materials and tools as per standard procedures.</p>
6. Record and report results of visual inspection and operational checks	<p>6.1 The results of the visual inspection and operational checks are accurately reported in accordance with regulatory requirements, workplace policy and standard procedures through communication tools.</p> <p>6.2 Records are clear, unambiguous and concisely kept in accordance with workplace procedure.</p> <p>6.3 Clear reference is made to any items which may affect the future safety of the towing vehicle or equipment.</p>

Variable	Range
Safety checks	May be performed on a range of towing vehicles and their associated equipment
Customers	<p>May be:</p> <ul style="list-style-type: none"> • vehicle owners • operators of expressways, freeways, toll ways or tunnels • police and other emergency services personnel • local government authorities • road traffic authorities • owners and operators of equipment elevating work platforms, forklifts, small load shifting equipment, etc.
Purpose of equipment checking and inspection	<p>Is to ensure:</p> <ul style="list-style-type: none"> • it is free from damage and faults that may prejudice safety or limit operational capability

Work	<p>May be conducted:</p> <ul style="list-style-type: none"> • in a range of towing situations • by day or night • in a range of weather conditions
Towing situations	<p>May include:</p> <ul style="list-style-type: none"> • vehicle accidents • vehicle breakdowns • expressway breakdowns and accidents • tunnel breakdowns and accidents • carriage of equipment such as elevating work platforms, forklifts, small load shifting equipment, etc.
Personal protective and safety equipment	<p>May include:</p> <ul style="list-style-type: none"> • Gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing (raincoats and vests) • portable fire extinguishers
Required towing vehicle	<p>May include:</p> <ul style="list-style-type: none"> • tilt tray tow truck with winch (5 tonne, 7.5 tonne and 10 tonne capacity) • tow truck with crane and cradle • towing vehicle with a detachable self-loading table top • articulated drop-deck low loader and trailer
Communication tools in the work area	<p>May include:</p> <ul style="list-style-type: none"> • mobile phone • fax • email • internet • RF communications • oral, aural or signed communications
Depending on the organisation concerned workplace procedures	<p>May be called:</p> <ul style="list-style-type: none"> • standard operating procedures • company procedures • enterprise procedures • organisational and established procedures
Operational and servicing checks	<p>May be performed by:</p> <ul style="list-style-type: none"> • operating and checking the functionality of various pieces of safety and component equipment (where applicable) • completing a service checklist for the towing vehicle and its equipment
Potential problems that may be identified during visual inspections and service checks:	<ul style="list-style-type: none"> • fluid leaks • low fluid levels • damaged or worn cables and ropes • broken equipment or parts • cracks, surface or structural faults or other damage • tightness of bolts, fixtures and fittings within specifications

Records and results of pre-operation and operational checks	<p>May include:</p> <ul style="list-style-type: none"> • details of faulty equipment or specific components • action taken • results of checks • completion of a service checklist or schedules • details of repair and maintenance work to be undertaken
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Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:</p> <ul style="list-style-type: none"> • the underpinning knowledge and skills • relevant legislation and workplace procedures • other relevant aspects of the range statement
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Regulations and standards relevant to the use, cleaning and servicing of a towing vehicle and its equipment • Relevant OHS and environmental protection procedures and guidelines • Standard operating procedures and policies for the use, cleaning and servicing of a towing vehicle and its equipment • Focus of operation of work systems, equipment, management and workplace standard operating systems for the use, cleaning and servicing of a towing vehicle and its equipment • The characteristics, capabilities and limitations of the towing vehicle and its equipment • Tools, materials and equipment used during the use, cleaning and maintenance of a towing vehicle and its equipment and the precautions and procedures that should be followed in their use • Problems that may occur when using, cleaning and servicing a towing vehicle and its equipment and appropriate action that can be taken to resolve the problems • Operational safety requirements for the towing vehicle and equipment concerned • Documentation and record requirements when using, cleaning and servicing a towing vehicle and its equipment • Housekeeping standards and procedures required when operating and servicing a tow truck and its equipment • Hazards that may exist when using, cleaning and servicing a towing vehicle and its equipment and the precautions and action that should be taken to minimise or eliminate the hazards concerned

Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when using, cleaning and servicing a towing vehicle and its equipment • Read and interpret instructions, procedures and labels relevant to the operation, cleaning and servicing of a towing vehicle and its equipment • Complete documentation related to the operation, cleaning and servicing of a towing vehicle and its equipment • Work safely and collaboratively with others when using, cleaning and servicing a towing vehicle and its equipment • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Modify activities depending on differing towing contexts, risk situations and environments • Recognise problems concerning the safety and operational capability of the towing vehicle and its equipment and take appropriate action • Apply precautions and required action to minimise, control or eliminate hazards that may exist when operating, cleaning and servicing a towing vehicle and its equipment • Plan own work including predicting consequences and identifying improvements • Adapt to changes in towing vehicles and associated equipment and procedures • Use required personal protective equipment conforming to industry and OHS standards including the operation of portable fire extinguishers • Select and use relevant equipment, tools and cleaning agents when using, cleaning and servicing a towing vehicle and its equipment
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Railway Operation Level I	
Unit Title	Shift Materials Safely Using Manual Handling Methods
Unit Code	EIS_BRO1_04_0313
Unit Descriptor	This unit involves the skills and knowledge required to shift loads using manual handling methods, including assessing the risks associated with relocating the load, planning the relocation process and carrying out the relocation in accordance with the plan.

Elements	Performance Criteria
1. Assess risks associated with the relocation of the load	<p>1.1 Products, goods or materials to be relocated are identified and assessed for the appropriate method of shifting operation.</p> <p>1.2 Locations for storage are determined and potential routes to be followed are identified through communication.</p> <p>1.3 Effect of load relocation on original load base is predicted.</p> <p>1.4 Points of balance are estimated.</p> <p>1.5 Required clearances are compared to available space and adjustments are made.</p> <p>1.6 Effects of moving contents which may be loose, liquid, dangerous or hazardous are considered.</p> <p>1.7 Potential risks in route(s) which may be followed are considered.</p> <p>1.8 Risks to self are identified arising from the required lifting, load carrying, set down or movement of the goods.</p> <p>1.9 Manual handling procedures for lifting, lowering and carrying, pushing and pulling are identified.</p> <p>1.10 Team lifting processes are considered for application.</p> <p>1.11 Appropriate personal protective equipment is worn.</p> <p>1.12 Size to weight ratio of items to be manually handled is identified.</p>
2. Plan load relocation	<p>2.1 Relocation of the load is planned consistent with the code of practice for manual handling.</p> <p>2.2 Process for relocating load is proposed including predicting and planning for potential difficulties.</p> <p>2.3 Proposed process is checked against code of practice and workplace procedures for compliance.</p>
3. Relocate load	<p>3.1 Actions for lifting, lowering and carrying, pulling and pushing a load are in accordance with workplace procedures and OHS requirements.</p>

	<p>3.2 Applications appropriate for team relocation of load are identified.</p> <p>3.3 Team lifting tasks are coordinated.</p> <p>3.4 Planned process, information and route are followed.</p> <p>3.5 Relocated materials are set down without damage to goods, personnel or equipment and checked for stability.</p> <p>3.6 Relocation is checked to see that it meets work requirements, with any variance(s) reported.</p>
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Variable	Range
The shifting operations	<p>May be conducted:</p> <ul style="list-style-type: none"> • in a range of work environments • by day or night
Materials to be shifted	<p>May include:</p> <ul style="list-style-type: none"> • goods • large luggage items • baggage items • equipment and tools • cleaning materials • Components and parts of vehicles and equipment such as tyres, batteries, lifting gear, etc. • materials used in the course of work such as drums of fuel, raw materials, packaging, etc.
Communication in the work area	<p>May include:</p> <ul style="list-style-type: none"> • phone • electronic data interchange • fax • email • internet • radio • oral, aural or signed communications
Hazards in the work area	<p>May include exposure to:</p> <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods and materials • weight of items being handled
Personal protective equipment	<p>May include:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Workplace procedures	<p>May include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures

	<ul style="list-style-type: none"> • organisational procedures • established procedures
Workplaces	<p>May comprise:</p> <ul style="list-style-type: none"> • large, medium or small worksites
Loads to be shifted	<p>May be:</p> <ul style="list-style-type: none"> • irregularly shaped • packaged or unpackaged • labelled or unlabelled
Personnel in the work area	<p>May include:</p> <ul style="list-style-type: none"> • workplace personnel • site visitors • contractors • official representatives
Work	<p>May be conducted in:</p> <ul style="list-style-type: none"> • restricted spaces • exposed conditions • controlled or open environments
Information/documents	<p>May include:</p> <ul style="list-style-type: none"> • goods identification numbers and codes • manifests, bar codes, goods and container identification • manufacturers specifications for equipment/tools • workplace procedures and policies • supplier and/or client instructions • material safety data sheets • codes of practice including the National Standards for Manual Handling and the Industry Safety Code • relevant legislation, regulations and related documentation • award, enterprise bargaining agreement, other industrial arrangements • standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation	<p>May include:</p> <ul style="list-style-type: none"> • relevant state/territory OHS legislation • relevant state/territory environmental protection legislation • workplace relations regulations • workers compensation regulations • licence, patent or copyright arrangements • dangerous goods and air freight regulations • export/import/quarantine/bond requirements • marine orders

Evidence Guide

Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:</p> <ul style="list-style-type: none"> • applying the underpinning knowledge and skills
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	<ul style="list-style-type: none"> • interpreting manual handling risks • using correct manual handling practices • applying relevant legislation and workplace procedures
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant OHS procedures and guidelines concerning the manual lifting and movement of loads • Risks when manually lifting and handling materials and goods and related precautions to control the risk, including: the load on the spine during lifting; controlled actions on a movement during lifting; rotation and side movement of the spine during lifting; postures and positions during lifting; work layout; the type, weight and position of the load; frequency of shifting operations; distance over which load is to be shifted; and time allowed for the shifting of the load • Workplace procedures and policies for manual handling • Housekeeping standards procedures required in the workplace • Site layout and obstacles
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when manually lifting and handling materials and goods • Read and interpret instructions, procedures and information relevant to the manual lifting and handling of materials and goods • Interpret and follow operational instructions and prioritise work • Work collaboratively with others when manually lifting and handling materials and goods • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Promptly report and/or rectify any identified problems that may arise when manually lifting and handling materials and goods in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unexpected situations that may occur when manually lifting and handling materials and goods • Apply precautions and required action to minimise, control or eliminate risks that may exist when manually lifting and handling materials and goods • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Apply fatigue management knowledge and techniques • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Operate and adapt to differences in loads and materials in accordance with standard operating procedures

	<ul style="list-style-type: none"> • Select and use required personal protective equipment conforming to industry and OHS standards
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Railway Operation Level I	
Unit Title	Follow Occupational Health and Safety Procedures
Unit Code	EIS BRO1 05 0313
Unit Descriptor	This unit involves the skills and knowledge required to follow and apply Occupational Health and Safety (OHS) procedures when carrying out work activities. It includes identifying and following workplace procedures for hazard identification and risk control, contributing to arrangements for the management of occupational health and safety, and completing occupational health and safety records.

Elements	Performance Criteria
1. Follow workplace procedures for hazard identification and risk control	<p>1.1 Workplace procedures for dealing with accidents, fire and emergencies are known and followed.</p> <p>1.2 Workplace procedures for OHS and related work information for controlling risks in a workplace are accurately followed during when work is conducted.</p> <p>1.3 Hazards in the workplace are identified and appropriate action is taken to report them and to minimize or eliminate risk to personnel, workplace and the environment through communication.</p> <p>1.4 Safety regulations and established workplace safety and hazard control practices and procedures are obtained, interpreted and applied to day-to-day work and shift activities.</p> <p>1.5 Where relevant, procedures and precautions necessary for entry into confined spaces in the workplace are correctly followed.</p> <p>1.6 Personal protection clothing and protective equipment is correctly used in accordance with established safety practices and procedures.</p> <p>1.7 Established emergency and contingency plans are followed in the event of an emergency.</p>
2. Contribute to arrangements for the management of occupational health and safety	<p>2.1 OHS issues and identified safety hazards are raised with designated personnel in accordance with workplace procedures and relevant OHS legislation.</p> <p>2.2 Contributions to OHS management in the workplace are made in accordance with workplace procedures and provisions of relevant legislation.</p> <p>2.3 OHS issues are raised with designated personnel in accordance with workplace procedures and relevant OHS legislation.</p>

	2.4 Participative arrangements for OHS management in the workplace are contributed to within workplace procedures and scope of responsibilities and competencies.
3. Complete occupational health and safety records	3.1 OHS records for self are completed in accordance with workplace requirements. 3.2 OHS records and legal requirements for the maintenance of records of occupational injury and diseases are followed.

Variable	Range
Workplace procedures	May include: <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures
Information/ documents	May include: <ul style="list-style-type: none"> • OHS regulations • workplace OHS procedures and policies • codes of practice including the National Standards for Manual Handling and the Industry Safety Code • ADG Code and material safety data sheets (where relevant) • policies and procedures for entry and work in confined spaces • manufacturer's instructions concerning the use and servicing of equipment • supplier and/or client instructions • emergency procedures • regulations and policies concerning noise, smoking, work station ergonomics and other critical OHS issues • goods identification numbers and codes • manifests, bar codes, goods and container identification • relevant legislation, regulations and related documentation • award, enterprise bargaining agreement, other industrial arrangements • standards and certification requirements • quality assurance procedures
Work	May be conducted in: <ul style="list-style-type: none"> • restricted spaces • exposed conditions • controlled or open environments
Workplace hazards	May include: <ul style="list-style-type: none"> • chemicals and other harmful substances • movements of equipment, goods, vehicles • toxic substances • damaged packing material and containers • broken and damaged equipment

	<ul style="list-style-type: none"> • inflammable materials and fire hazards • lifting practices • waste management and disposal • extremes in weather conditions • lighting levels • floor surfaces • water hazards • traffic flows, vehicle and equipment operation • a range of storage areas 		
Communication in the work area	<p>May include:</p> <ul style="list-style-type: none"> • phone • Electronic Data Interchange (EDI) • fax • email • internet and radio 		
The shifting operations	<p>May be conducted:</p> <ul style="list-style-type: none"> • in a range of work environments • by day or night 		
Workplaces	<p>May comprise:</p> <ul style="list-style-type: none"> • large, medium or small worksites 		
Personal protective equipment	<p>May include:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios and high visibility clothing 		
Designated personnel	<p>May include:</p> <ul style="list-style-type: none"> • workplace personnel • supervisors • team leaders • management • occupational health and safety personnel • other persons authorised or nominated by the organisation 		
Participative arrangements	<p>May include:</p> <ul style="list-style-type: none"> • formal and informal meetings which deal with OHS issues • workplace OHS committees • other committees, for example, consultative, planning and purchasing • OHS representatives • suggestions, requests, reports and concerns put forward by staff 		
Applicable regulations and legislation	<p>May include:</p> <ul style="list-style-type: none"> • Relevant state/territory OHS legislation and safety codes, including manual handling, noise, confined spaces, smoking, workplace ergonomics, etc. • general duty of care under OHS legislation • workplace relations regulations • workers compensation regulations • dangerous goods regulations 		
Page 23 of 64	Ministry of Education Copyright	Basic Railway Operation Ethiopian Occupational Standard	Version 1 March 2013

Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:</p> <ul style="list-style-type: none"> • applying the underpinning knowledge and skills • demonstrating an understanding of workplace procedures and how they apply to OHS • applying relevant legislation and workplace procedures
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Relevant OHS procedures and guidelines • Risks when using manually-operated equipment to shift loads and related precautions to control the risk • Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents • Location and use of safety alarms, manifests, emergency shut-off systems, emergency communication systems • Signs and signals used for OHS warnings • Terms used in material safety data sheets (where relevant) • HAZCHEM symbols and implications for safe work and storage • Storage and use of hazardous substances • Handling of broken or damaged equipment • Manual and mechanically assisted lifting and load shifting procedures • Transport requirements for goods within workplace • Emergency and evacuation procedures • Housekeeping standards and procedures required in the workplace • Site layout and obstacles
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when following OHS procedures • Read and comprehend simple statements in English • Read and interpret relevant safety-related information including safety labels, instructions for safe work, relevant material safety data sheets, workplace procedures and codes of practice • Identify containers and goods coding, ADG and IMDG markings and, where applicable, emergency information panels • Interpret and follow operational instructions and prioritise work • Complete documentation related to OHS in the workplace • Operate electronic communication equipment to required protocol

	<ul style="list-style-type: none"> • Estimate the size, shape and special requirements of loads • Work collaboratively with others when following OHS procedures • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when following OHS procedures in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unanticipated situations that may occur when following OHS procedures • Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Apply fatigue management knowledge and techniques • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Operate and adapt to differences in equipment in accordance with standard operating procedures • Select and use required personal protective equipment conforming to industry and OHS standards
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Railway Operation Level I	
Unit Title	Apply Customer Service Skills
Unit Code	EIS BRO1 06 0313
Unit Descriptor	This unit involves the skills and knowledge required to apply routine customer service skills to relevant workplace operations including dealing with customer inquiries, monitoring customer satisfaction and taking appropriate action to satisfy customer needs.

Elements	Performance Criteria
1. Deal with customer inquiries	<p>1.1 Customer inquiries are dealt with courteously and efficiently through communication.</p> <p>1.2 Questions are used to clarify the customer's requirements or concerns.</p> <p>1.3 Consultative process from other staff is sought when a customer's inquiry cannot be fully answered.</p> <p>1.4 Knowledge of products, customer services and/or operations is used to answer customer queries or to respond to customers' needs.</p> <p>1.5 Customer inquiries and associated action are recorded and reported in accordance with workplace procedures.</p>
2. Monitor customer satisfaction	<p>2.1 Customer is greeted cordially in accordance with workplace procedures.</p> <p>2.2 Customer requirements are dealt with according to workplace procedures.</p> <p>2.3 Special needs are addressed within workplace policies, regulations and legislation.</p> <p>2.4 Appropriate feedback is provided to managers and internal and/or external customers.</p>

Variable	Range
Communications systems	<p>May involve:</p> <ul style="list-style-type: none"> • face-to-face conversation • telephone • fax • email • electronic data transfer of information (EDI) • mail
Requirements for work	<p>May include:</p> <ul style="list-style-type: none"> • site restrictions and procedures • relevant domestic and international regulations • security procedures • communications equipment • hours of operation

	<ul style="list-style-type: none"> • authorities and permits • use of safety and personal protective equipment 		
Consultative processes	<p>May involve:</p> <ul style="list-style-type: none"> • existing and potential customers/clients • other employees and supervisors • suppliers • manufacturers • relevant authorities • management • union representatives • OHS specialists • other maintenance, professional or technical staff 		
Customer service	<p>Is provided:</p> <ul style="list-style-type: none"> • in all areas of transport, distribution and storage including the provision of a range of services and/or the collection, movement, storage and delivery of equipment, goods, materials and various forms of freight 		
Customers	<p>May be:</p> <ul style="list-style-type: none"> • internal or external 		
Workplace procedures	<p>May include:</p> <ul style="list-style-type: none"> • company procedures • workplace procedures • organisational procedures • established procedures 		
Documentation/ records	<p>May include:</p> <ul style="list-style-type: none"> • workplace procedures and customer service standards • job specifications • operations manuals and instructions • induction documentation • competency standards and training materials • manufacturers specifications, instructions and advice including material safety data sheets • workplace operating procedures and policies • supplier and/or client instructions • relevant Ethiopian and international regulations, codes, standards and certification requirements • OHS procedures • quality assurance procedures • emergency procedures • customer service manuals 		
Applicable regulations and legislation	<p>May include:</p> <ul style="list-style-type: none"> • relevant state/territory and international regulations, codes and procedures • relevant Ethiopian standards and certification requirements • dangerous goods and hazardous substances codes and regulations • relevant state/territory OHS legislation • relevant state/territory environmental protection legislation 		
Page 27 of 64	Ministry of Education Copyright	Basic Railway Operation Ethiopian Occupational Standard	Version 1 March 2013

	<ul style="list-style-type: none"> • relevant anti-discrimination legislation • relevant privacy and confidentiality legislation • relevant freedom of information requirements
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Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:</p> <ul style="list-style-type: none"> • the underpinning knowledge and skills • relevant legislation and workplace procedures • other relevant aspects of the range statement
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant duty of care responsibilities • Relevant OHS and environmental procedures and regulations • Workplace procedures relevant to work activities • Customer service policies and procedures • Products and/or services provided by the workplace concerned • Types of operations carried out in the workplace concerned • Sources of information and documentation needed for workplace operations
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when providing customer service, including the use of telephone techniques • Effectively use interpersonal skills • Effectively handle customer queries and complaints • Read and interpret instructions, procedures, information and labels relevant to the provision of customer service • Interpret and follow operational instructions and prioritise work • Complete documentation related to the provision of customer service • Write simple reports and records of inquiries • Operate electronic communication equipment to required protocol • Work collaboratively with others when providing customer service • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Promptly report and/or rectify any identified problems that may arise when providing customer service in accordance with regulatory requirements and workplace procedures • Monitor work activities in terms of planned schedule

	<ul style="list-style-type: none"> • Modify activities depending on differing operational contingencies and environments • Work systematically with required attention to detail • Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Railway Operation Level I	
Unit Title	Check and Assess Operational Capabilities of Equipment
Unit Code	EIS BRO1 07 0313
Unit Descriptor	This unit involves the skills and knowledge required to check and assess the operational capabilities of equipment in accordance with workplace requirements, including inspecting equipment and work area, checking the operational capability of equipment and its safety devices, identifying and assessing the impact of faults on safety and work requirements, and recording and reporting the results of inspection and testing in accordance with workplace procedures and relevant regulatory requirements.

Elements	Performance Criteria
1. Inspect equipment and work area	<p>1.1 Equipment is inspected prior to start-up in accordance with workplace pre-operational functional safety check procedures and manufacturers specifications.</p> <p>1.2 Aspects of equipment/work area found to be outside manufacturers and/or workplace specifications are reported to designated persons for appropriate action.</p>
2. Check equipment operational capability	<p>2.1 Equipment and components are tested after start-up in accordance with manufacturer's specifications and workplace procedures.</p> <p>2.2 Warning systems are visually inspected and checked for operational effectiveness.</p> <p>2.3 Personal Protective Equipment (PPE) is identified and correctly used in accordance with regulations and workplace requirements.</p>
3. Identify and assess impact of faults on work requirements	<p>3.1 Faults and hazards are identified and assessment made of the potential effect on the operation of the equipment for the required work.</p> <p>3.2 Faults that may affect the safety operational capability of the equipment are reported to the appropriate personnel for rectification.</p>
4. Record and report results of inspection and testing	<p>4.1 The results of the checking and inspection are accurately reported in accordance with regulatory requirements, workplace policy and industry guidelines.</p> <p>4.2 Records are clear, unambiguous and concisely kept in accordance with workplace policy.</p> <p>4.3 Clear reference and information is made to any items which may affect the future safety of the equipment.</p>

Variable	Range
Workplaces	May comprise large, medium or small worksites
Visual checks	May include but are not limited to: <ul style="list-style-type: none"> • pressure over/under specification • fluid leaks • temperature over/under specifications • cracks, surface or structural faults or other damage • tightness of bolts, fixtures and fittings within specifications
Personal protective equipment	May include: <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios and high visibility clothing
Purpose of equipment checking and inspection is to:	May: <ul style="list-style-type: none"> • ensure it is free from damage, leaks and obstructions that may prejudice safety or limit operational capability
Records/results of pre-operation tests	May include: <ul style="list-style-type: none"> • details of faulty equipment or specific components • action taken • results of testing • details of repair and maintenance work to be undertaken
Operational checks	May be performed by operating/checking the functionality of various pieces of safety and component equipment (where applicable)
Hazards in the work area	May include exposure to: <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods and materials • a fire or explosion • faulty equipment/tools
Work	May be conducted in: <ul style="list-style-type: none"> • a range of work environments • by day or night • limited or restricted spaces • exposed conditions • controlled or open environments
Safety and operational capability checks	May be performed: <ul style="list-style-type: none"> • on a range of equipment used in the stevedoring, transport, warehousing, distribution and/or storage industries
Depending on the type of organisation concerned and the local terminology used, workplace procedures	May include: <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures

Information	<p>May include:</p> <ul style="list-style-type: none"> • workplace procedures and policies for the checking and assessment of the equipment concerned • manufacturers specifications for equipment/tools • equipment identification labels, barcodes and serial numbers • supplier and/or client instructions • relevant OHS requirements and policies • relevant Ethiopian standards and certification requirements • material safety data sheets where applicable • codes of practice including the National Standards for Manual Handling and the Industry Safety Code • relevant legislation, regulations and related documentation including the ADG Code • award, enterprise bargaining agreement and other industrial arrangements • quality assurance procedures • emergency procedures
Applicable regulations and legislation	<p>May include:</p> <ul style="list-style-type: none"> • relevant standards, codes and regulations pertaining to the checking and operation of the equipment concerned • relevant state/territory OHS legislation • relevant state/territory environmental protection legislation • licence, patent or copyright arrangements • export/import/quarantine/bond requirements • relevant Ethiopian standards and certification requirements • workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation • workers compensation regulations

Evidence Guide

Critical Aspects of Competence	<p>The evidence required to demonstrate competency in:</p> <ul style="list-style-type: none"> • the underpinning knowledge and skills • relevant legislation and workplace procedures • other relevant aspects of the range statement
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Workplace procedures and policies for the checking and assessing of the operational capability of equipment • Focus of operation of work systems, equipment, management and site operating systems for the checking and assessing of the operational capability of equipment • The characteristics, capabilities and limitations of the equipment • Tools and equipment used during the checking and assessing of the operational capability of equipment and the precautions and procedures that should be followed in their use

	<ul style="list-style-type: none"> • Problems that may occur when checking and assessing the operational capability of equipment and appropriate action that can be taken to resolve the problems • Operational safety requirements for the equipment concerned • Housekeeping standards procedures required in the workplace • Site layout and obstacles
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when checking and assessing the operational capability of equipment • Read and interpret instructions, procedures, information, labels and signs relevant to the checking and assessing of the operational capability of equipment • Interpret and follow operational instructions and prioritise work • Complete documentation related to the checking and assessing of the operational capability of equipment • Work collaboratively with others when checking and assessing the operational capability of equipment • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unplanned events • Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Apply fatigue management knowledge and techniques • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Operate and adapt to differences in equipment in accordance with standard operating procedures • Select and use required personal protective equipment conforming to industry and OHS standards • Select and use relevant equipment and communications technology when checking and assessing the operational capability of equipment • Service equipment in terms of maintenance schedule and standard operating procedures • Check and replenish fluids and carry out lubrication processes in the course of work activities

Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Railway Operation Level I	
Unit Title	Clean Transportation Units and Facilities for Passenger Use
Unit Code	EIS BRO1 08 0313
Unit Descriptor	This unit involves the skills and knowledge required to clean transportation units and facilities for passenger use in accordance with workplace and regulatory requirements. It includes identifying and preparing for cleaning; cleaning the facility or unit; identifying any minor maintenance requirements of transportation units and facilities; and completing all work requirements.

Elements	Performance Criteria
1. Identify and prepare for cleaning	<p>1.1 Transportation units and facilities are inspected for hygiene and cleanliness on an ongoing basis.</p> <p>1.2 Customer complaints regarding lack of hygiene and cleanliness within transport units and facilities are investigated.</p> <p>1.3 Transport units or areas requiring cleaning and the nature of the material to be cleaned is identified to determine appropriate response and to be worked up on.</p> <p>1.4 Cleaning procedures are identified and cleaning materials and personal protective equipment are organized in accordance with workplace procedures.</p> <p>1.5 Areas that require cleaning that breach OHS regulations or workplace standards are cordoned off to prevent access by staff and customers.</p>
2. Clean facility or unit	<p>2.1 Transportation units and facilities are cleaned or detailed to workplace standards.</p> <p>2.2 Cleaning equipment is operated in accordance with OHS regulations, codes of practice, and workplace procedures.</p> <p>2.3 Chemicals are used in accordance with OHS legislation, codes of practice, information and procedures.</p> <p>2.4 Hazardous and general waste is removed in accordance with OHS regulations, codes of practice and workplace procedures</p>
3. Identify minor maintenance requirements of transportation units and facilities	<p>3.1 Transport units and facilities are inspected to identify maintenance requirements.</p> <p>3.2 Minor maintenance of the transport units and facilities is conducted in accordance with the workplace policies and procedures.</p> <p>3.3 Minor maintenance actions are reported in accordance with workplace procedures.</p>

	3.4 Further maintenance requirements of transport units or facilities are reported through several communication units in accordance with workplace procedures.
4. Complete the work	<p>4.1 Cordoned off area is re-opened for use when safe for customer access.</p> <p>4.2 Transportation units/facilities cleanliness and appearance is verified prior to the unit being released for service.</p> <p>4.3 Stocks of cleaning equipment are monitored and replenished as required.</p>

Variable	Range
Work	<p>May be conducted in:</p> <ul style="list-style-type: none"> • a range of work environments • by day or night
Transportation units	<p>May include:</p> <ul style="list-style-type: none"> • rail carriages, buses, coaches, ferries and other transport units
Facilities	<p>could include:</p> <ul style="list-style-type: none"> • hard floor (internal) • soft floor • ceiling surfaces and fittings • external surfaces • hard floor (external) • glass surfaces • internal surfaces • furniture and fittings • seats • hard surfaces (e.g. metal, tiled)
Transportation units	<p>May include:</p> <ul style="list-style-type: none"> • passenger vehicles/carriages/vessels owned leased or hired for which the organisation is responsible for cleaning
Personal protective equipment	<p>May include:</p> <ul style="list-style-type: none"> • gloves • eye and ear protection • fume protection • safety headwear and footwear • high visibility clothing
Equipment used to cordon off areas	<p>May include:</p> <ul style="list-style-type: none"> • portable barriers • gate closure • wickets hats • designated tape • signage
Cleaning equipment	<p>May include:</p> <ul style="list-style-type: none"> • vacuum cleaner • steam cleaners

	<ul style="list-style-type: none"> • mop and bucket • polisher • broom • hose • shampoo unit • shovel • squeegees • extension poles • specialised cleaning unit • remote controlled cleaning unit • special containers for syringes
Chemicals	<p>Include:</p> <ul style="list-style-type: none"> • all types of active and passive materials/agents used for cleaning within the organisation's transportation units and facilities
Hazards in the work area	<p>May include exposure to:</p> <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances
Reporting	<p>May include:</p> <ul style="list-style-type: none"> • verbal communication • written communication
Communication in the work area	<p>May include:</p> <ul style="list-style-type: none"> • phone • radio • oral, aural or signed communications
Facilities	<p>May include:</p> <ul style="list-style-type: none"> • any premises owned, leased or hired and used by the transport system's internal and external customers
Hazardous waste	<p>Includes:</p> <ul style="list-style-type: none"> • all materials/agents/items/objects that are identified under the relevant acts, regulations or codes
Depending on the type of organisation concerned and the local terminology used, workplace procedures	<p>May include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures
Information/documents	<p>May include:</p> <ul style="list-style-type: none"> • workplace procedures and policies for the cleaning of transportation units and facilities for passenger use • safety management systems/plans • work instructions, inspection reports, works orders, job description, and induction materials • manufacturers specifications for equipment/materials • Material Safety Data sheets (MSDS) • relevant OHS and environmental protection requirements and policies

	<ul style="list-style-type: none"> • relevant codes of practice including the National Standards for Manual Handling, the Industry Safety Code and the ADG Code • relevant health and hygiene legislation, regulations and related documentation • award, enterprise bargaining agreement and other industrial arrangements • customer service and quality assurance procedures • emergency procedures
Applicable regulations and legislation	<p>May include:</p> <ul style="list-style-type: none"> • relevant codes and regulations pertaining to the cleaning of transportation units and facilities for passenger use, including health and hygiene regulations and the ADG Code • relevant state/territory OHS legislation • relevant state/territory environmental protection legislation • workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation • workers compensation regulations

Evidence Guide

Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:</p> <ul style="list-style-type: none"> • applying the underpinning knowledge and skills • applying relevant legislation and workplace procedures in reference to cleaning vehicles for passenger use • demonstrating an understanding of the OHS requirements for cleaning transportation units • demonstrating an understanding of the OHS requirements for cordoning off an area to the public when cleaning transportation units
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Regulations relevant to the cleaning of transportation units and facilities for passenger use including, where relevant, the ADG Code and relevant health and hygiene requirements • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for the cleaning of transportation units and facilities for passenger use, including the discharging of waste and the charging of water containers • Focus of operation of work systems, equipment, management and site operating systems for the cleaning of transportation units and facilities for passenger use

	<ul style="list-style-type: none"> • Equipment, chemicals and materials used during the cleaning of transportation units and facilities for passenger use, and the precautions and procedures that should be followed in their use • Problems that may occur when cleaning transportation units and facilities, and appropriate action that can be taken to resolve the problems • Documentation and record requirements • Communication requirements when cleaning transportation units and facilities, including radio operation • Housekeeping standards procedures required in the workplace • Site layout 		
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when cleaning transportation units and facilities • Read and interpret instructions, procedures, information and signs relevant to the cleaning of transportation units and facilities • Interpret and follow operational instructions and prioritise work • Complete documentation related to work activities • Operate electronic communication equipment to required protocol • Work collaboratively with others when cleaning transportation units and facilities • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when cleaning transportation units and facilities in accordance with regulatory requirements and workplace procedures • Apply precautions and required action to minimise, control or eliminate hazards that may exist when cleaning transportation units and facilities • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Operate and adapt to differences in equipment in accordance with standard operating procedures • Select and safely use relevant equipment and materials when cleaning transportation units and facilities • Select and use required personal protective equipment conforming to industry and OHS standards 		
Page 39 of 64	Ministry of Education Copyright	Basic Railway Operation Ethiopian Occupational Standard	Version 1 March 2013

	<ul style="list-style-type: none"> • Select, mix and apply appropriate cleaning materials • Handle and store hazardous substances and materials
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Railway Operation Level I	
Unit Title	Follow Security Procedures when Working with Passengers and Personnel
Unit Code	EIS BRO1 09 0313
Unit Descriptor	This unit involves the skills and knowledge required to follow security procedures in the transport and logistics industry. It includes checking and maintaining the security of any passengers, workplace personnel and visitors; identifying and responding to any security threats or situations; and completing all required security records.

Elements	Performance Criteria
1. Maintain security of passengers, workplace personnel and visitors	<p>1.1 In transport and logistics enterprise, security checks of passengers, workplace personnel and visitors are carried out in accordance with workplace security program and procedures and within limits of role and responsibilities.</p> <p>1.2 Precautions and security measures aimed at protecting the security of passengers, workplace personnel and visitors are followed in accordance with workplace security procedures and applicable security regulations.</p> <p>1.3 Signs of suspicious behavior of passengers or other personnel are recognized and reported promptly to designated personnel in accordance with workplace security procedures.</p> <p>1.4 Any breaches of security requirements for passengers, workplace personnel and visitors are reported promptly to designated personnel in accordance with workplace procedures.</p> <p>1.5 Personal protection equipment are organised in accordance with the work place procedure.</p>
2. Identify a security threat or situation	<p>2.1 Signs of security threats are recognized and investigated where applicable in accordance with workplace security procedures.</p> <p>2.2 Security threat or situation is promptly identified, assessed and reported in accordance with workplace security procedures.</p> <p>2.3 Implications of the security threat or situation are evaluated in accordance with workplace security procedures.</p> <p>2.4 Relevant personnel are alerted to the security threat or situation as required within workplace security.</p> <p>2.5 Communications are maintained with relevant personnel to determine appropriate course of action.</p>

<p>3. Respond to a security threat or situation</p>	<p>3.1 Response to an identified security threat or situation is in accordance with workplace security procedures, received information, regulatory requirements and emergency response plan where relevant.</p> <p>3.2 Security threats or incidents are handled appropriately in accordance with established response plan and within limits of responsibility and duty of care.</p> <p>3.3 Responsibilities are fulfilled in accordance with workplace security procedures and regulatory requirements.</p> <p>3.4 Assistance is provided while work is performed in controlling the site both prior to and following arrival of security and/or emergency services.</p> <p>3.5 In the case of a security threat or emergency, assistance is provided to other staff and emergency services personnel conducting an initial survey of the scene.</p> <p>3.6 Directions of the controlling security/emergency authority are followed and all possible assistance is provided in response to those directions.</p>
<p>4. Maintain security records</p>	<p>4.1 Records of security checks and precautions are kept as applicable in accordance with workplace security procedures.</p> <p>4.2 Reports of security incidents or threats are completed as applicable in accordance with workplace security procedures.</p>

Variable	Range
<p>Transport and logistics enterprises</p>	<p>May involve:</p> <ul style="list-style-type: none"> • warehousing and distribution • road transport • rail transport • freight forwarding and customs broking • multimodal transport and logistics
<p>Security measures</p>	<p>May include:</p> <ul style="list-style-type: none"> • security guards at access points and gates to secured areas • locked doors, gates and fences • use of personal electronic access cards • recording of carrier and vehicle registration details at gates and checkpoints • bag check points • escorts for visitors in restricted areas • access control into and out of restricted security areas • use of ID cards • video surveillance equipment

	<ul style="list-style-type: none"> • X-ray screening of passengers, workplace personnel and visitors • Explosives Trace Detection (ETD) screening of passengers, workplace personnel and visitors • screening of passengers, workplace personnel and visitors using hand-held and walk through magnetometers
Depending on the organisation concerned workplace procedures	<p>May be called:</p> <ul style="list-style-type: none"> • standard operating procedures • company procedures • enterprise procedures • organisational procedures • established procedures
Personal protection equipment	<p>May include:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • eye and ear protection • safety glasses • two-way radios • high visibility clothing
Communication in the work area	<p>May include:</p> <ul style="list-style-type: none"> • phone • radio • fax • email • electronic data transfer (EDI) • internet • oral, aural or signed communications
Work	<p>May be conducted:</p> <ul style="list-style-type: none"> • in a range of work environments by day or night • in large, medium or small transport terminals and storage facilities • remote airfields • on vehicles, trains, and vessels
security procedures	<p>May be aimed at preventing or identifying:</p> <ul style="list-style-type: none"> • persons trespassing on security zones and restricted areas • unauthorised airside access at security controlled airports and airfields • carriage or storage of prohibited goods • the carriage of improvised explosive devices • smuggling of goods • acts or threats of terrorism • hijacking of a vehicle, train or vessel • extortion • assault • fraud • vandalism and graffiti

Applicable regulations and legislation	<p>May include:</p> <ul style="list-style-type: none"> • Ethiopian transport security legislation and regulations • Ethiopian and international codes of practice and regulations relevant to the secure transport of passengers • workplace security procedures and related policies and procedures • workplace standard operating procedures and policies • signs and instructions pertaining to security matters • operations manuals, job specifications and induction documentation • manufacturers specifications for equipment • supplier and/or client instructions
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Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in:</p> <ul style="list-style-type: none"> • applying the underpinning knowledge and skills • identifying signs of a possible security threat • responding to a possible security threat • applying relevant legislation and workplace procedures
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Applicable transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines • Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies • Relevant quarantine regulations and requirements • Relevant OHS and environmental protection procedures and guidelines • Common security threats and incidents that may occur in transport, logistics and allied industries, and related roles and responsibilities of personnel when reporting them and responding to them • Applicable measures for the securing of transport terminals, storage facilities, vehicles, trains, aircraft and/or vessels • Signs of pillaging and theft • Signs of suspicious behaviour of passengers and other personnel • Precautions and procedures aimed at protecting the security of passengers, workplace personnel and visitors • Focus of operation of work systems, equipment, management and site operating systems when carrying out operations in the transport and logistics industries • Common security problems that may occur when carrying out operations in the transport and logistics industries, and action that can be taken to address and resolve the problems

	<ul style="list-style-type: none"> • Relevant documentation and reporting requirements • Layout of worksite, vehicle, vessel, train or aircraft and operating procedures • Procedures for operating any electronic communications equipment with required protocol
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when following security procedures • Read and interpret instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace security in the transport and logistics industries • Complete required documentation and reports related to security procedures • Work collaboratively with others when following security procedures • Identify and solve and/or report problems that arise when following security procedures • Modify activities depending on differing workplace contexts, risk situations and environments • Adapt to differences in equipment, facilities, cargo and passengers • Apply procedures for security checks and precautions as per limits of role and responsibilities • Recognise signs of pillage and theft • Recognise signs of security threats and situations • Promptly report and/or rectify any identified problems that may arise when following security procedures in accordance with regulatory requirements and workplace procedures • Follow security threat/incident response plan and procedures • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Select and use relevant communications and other equipment required when following security procedures • Select and use required personal protective clothing and equipment conforming to industry and OHS standards
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard : Basic Railway Operation Level I	
Unit Title	Apply Quality Standards
Unit Code	EIS BRO1 10 0313
Unit Descriptor	This unit covers the knowledge, attitudes and skills required in applying quality standards in the operational activities.

Elements	Performance Criteria
1. Assess own work	<p>1.1 Completed work is checked against organization standards relevant to the activity being undertaken.</p> <p>1.2 An understanding is demonstrated on how the work activities and completed work relate to the next process and to the final appearance of the service / product.</p> <p>1.3 Faulty service is identified and isolated in accordance with policies and procedures.</p> <p>1.4 Faults and any identified causes are recorded and reported in accordance with standard procedures.</p>
2. Assess quality of service rendered	<p>2.1 Services rendered are quality checked against standards and specifications.</p> <p>2.2 Service rendered are evaluated using the appropriate evaluation parameters and in accordance with standards.</p> <p>2.3 Causes of any identified faults are identified and corrective actions are taken in accordance with policies and procedures.</p>
3. Record information	<p>3.1 Basic information on the quality performance is recorded in accordance with organization procedures.</p> <p>3.2 Records of work quality are maintained according to the requirements of the organization / enterprise.</p>
4. Study causes of quality deviations	<p>4.1 Causes of deviations from final outputs or services are investigated and reported in accordance with standard procedures.</p> <p>4.2 Suitable preventive action is recommended based on organization quality standards and identified causes of deviation from specified quality standards of final service or output.</p>
5. Complete documentation	<p>5.1 Information on quality parameters and other indicators of service performance is recorded.</p> <p>5.2 All service processes and outcomes are recorded.</p>

Variable	Range
Quality check	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Visual inspection • Physical measurements • Check against specifications/preferences

Quality standards	May include but not limited to: <ul style="list-style-type: none"> • materials • service • output and processes/procedures
Quality parameters	May include but not limited to: <ul style="list-style-type: none"> • style/design/specifications • durability • service variations • materials • damage and imperfections

Evidence Guide	
Critical Aspects of Competency	Demonstrates skills and knowledge to: <ul style="list-style-type: none"> • Check completed work continuously against standard • Identify and isolate faulty service / workmanship • Check service rendered against organization standards • Identify and apply corrective actions on the causes of identified faults • Record basic information regarding quality performance • Investigated causes of deviations of services against standard • Recommend suitable preventive actions
Underpinning Knowledge	Demonstrates knowledge of: <ul style="list-style-type: none"> • Relevant quality standards, policies and procedures • Characteristics of services • Safety environment aspects of service processes • Relevant evaluation techniques and quality checking procedures • Workplace procedures • Reporting procedures
Underpinning Skills	Demonstrates skills to: <ul style="list-style-type: none"> • Interpret work instructions, specifications and standards appropriate to the required work or service • Carry out relevant performance evaluation • Maintain accurate work records in accordance with procedures • Meet work specifications • Communicate effectively within defined workplace procedures
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Railway Operation Level I I	
Unit Title	Work with Others
Unit Code	EIS BRO1 11 0313
Unit Descriptor	This unit covers the knowledge, skills, and attitudes required to develop workplace relationship and contribute in workplace activities.

Element	Performance Criteria
1. Develop effective workplace relationship	<p>1.1 Duties and responsibilities are done in a positive manner to promote cooperation and good relationship.</p> <p>1.2 Assistance is sought from workgroup when difficulties arise and addressed through discussions.</p> <p>1.3 Feedback on performance provided by others in the team is encouraged, acknowledged and acted upon.</p> <p>1.4 Differences in personal values and beliefs are respected and acknowledged in the development.</p>
2. Contribute to work group activities	<p>2.1 Support is provided to team members to ensure workgroup goals are met.</p> <p>2.2 Constructive contributions to workgroup goals and tasks are made according to organizational requirements.</p> <p>2.3 Information relevant to work is shared with team members to ensure designated goals are met.</p>

Variable	Range
Duties and responsibilities	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Job description and employment arrangements • Organization's policy relevant to work role • Organizational structures • Supervision and accountability requirements including OHS • Code of conduct
Work group	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Supervisor or manager • Peers/work colleagues • Other members of the organization
Feedback on performance	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Formal/Informal performance appraisal • Obtaining feedback from supervisors and colleagues and clients • Personal, reflective behavior strategies • Routine organizational methods for monitoring service delivery

Providing support to team members	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Explaining/clarifying • Helping colleagues • Providing encouragement • Providing feedback to another team member • Undertaking extra tasks if necessary
Organizational requirements	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Goals, objectives, plans, system and processes • Legal and organization policy/guidelines • OHS policies, procedures and programs • Ethical standards • Defined resources parameters • Quality and continuous improvement processes and standards

Evidence Guide

Critical Aspects of Competence	<p>Assessment requires evidence that the candidate to:</p> <ul style="list-style-type: none"> • Provide support to team members to ensure goals are met • Act on feedback from clients and colleagues • Access learning opportunities to extend own personal work competencies to enhance team goals and outcomes
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • relevant legislation that affects operations, especially with regards to safety • reasons why cooperation and good relationships are important • the organization's policies, plans and procedures • how to elicit and interpret feedback • workgroup member's responsibilities and duties • importance of demonstrating respect and empathy in dealings with colleagues • how to identify and prioritize personal development opportunities and options
Underpinning Skills	<p>Demonstrates skills:</p> <ul style="list-style-type: none"> • ability to read and understand the organization's policies and work procedures • write simple instructions for particular routine tasks • interpret information gained from correspondence • communication skills to request advice, receive feedback and work with a team • planning skills to organized work priorities and arrangement • technology skills including the ability to select and use technology appropriate to a task • ability to relate to people from a range of social, cultural and ethnic backgrounds

Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Railway Operation Level I	
Unit Title	Receive and Respond to Workplace Communication
Unit Code	EIS BRO1 12 0313
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to receive respond and act on verbal and written communication.

Element	Performance Criteria
1. Follow routine spoken messages	1.1 Required information are gathered by listening attentively and correctly interpreting or understanding information/instructions. 1.2 Instructions/information are properly recorded 1.3 Instructions are acted upon immediately in accordance with information received. 1.4 Clarification is sought from workplace supervisor on all occasions when any instruction/information is not clear.
2. Perform workplace duties following written notices	2.1 Written notices and instructions are read and interpreted correctly in accordance with organizational guidelines . 2.2 Routine written instruction are followed in sequence. 2.3 Feedback is given to workplace supervisor based on the instructions/information received.

Variable	Range
Written notices and instructions	May include but not limited to: <ul style="list-style-type: none"> • Handwritten and printed material • Internal memos • External communications • Electronic mail • Briefing notes • General correspondence • Marketing materials • Journal articles
Organizational guidelines	May include but not limited to: <ul style="list-style-type: none"> • Information documentation procedures • Company policies and procedures • Organization and Service manuals

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge to: <ul style="list-style-type: none"> • Demonstrate knowledge of organizational procedures for handling verbal and written communications • Receive and act on verbal messages and instructions • Demonstrate competence in recording instructions/information

Underpinning Knowledge and Attitudes	Demonstrates knowledge of: <ul style="list-style-type: none"> • organizational policies/guidelines in regard to processing internal/external information • ethical work practices in handling communications • communication process
Underpinning Skills	Demonstrates skills to: <ul style="list-style-type: none"> • receive and clarify conciseness messages/information/communication • record messages/information accurately
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Railway Operation Level I	
Unit Title	Demonstrate Work Values
Unit Code	EIS BRO1 13 0313
Unit Descriptor	This unit covers the knowledge, skills and attitude required in demonstrating proper work values.

Elements	Performance Criteria
1. Define the purpose of work	<p>1.1 One's unique sense of purpose for working and the whys of work are identified reflected on and clearly defined for one's development as a person and as a member of society.</p> <p>1.2 Personal mission is achieved in harmony with company's values</p>
2. Apply work values/ethics	<p>2.1 Work values/ethics/concepts are classified and reaffirmed in accordance with the transparent company ethical standards, policies and guidelines.</p> <p>2.2 Work practices are undertaken in compliance with industry work ethical standards, organizational policy and guidelines</p> <p>2.3 Personal behavior and relationships with co-workers and/or clients are conducted in accordance with ethical standards, policy and guidelines.</p> <p>2.4 Company resources are used in accordance with transparent company ethical standard, policies and guidelines.</p>
3. Deal with ethical problems	<p>3.1 Company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct are accessed and applied in accordance with transparent company ethical standard, policies and guidelines.</p> <p>3.2 Work incidents/situations are reported and/or resolved in accordance with company protocol/guidelines.</p> <p>3.3 Resolution and/or referral of ethical problems identified are used as learning opportunities.</p>
4. Maintain integrity of conduct in the workplace	<p>4.1 Personal work practices and values are demonstrated consistently with acceptable ethical conduct and company's core values.</p> <p>4.2 Instructions to co-workers are provided based on ethical, lawful and reasonable directives.</p> <p>4.3 Company values/practices are shared with co-workers using appropriate behavior and language.</p>

Variable	Range
Work values/ethics/ concepts	May include but are not limited to: <ul style="list-style-type: none"> • Commitment/ Dedication • Sense of urgency • Sense of purpose • Love for work • High motivation • Orderliness • Reliability and Dependability • Competence • Goal-oriented • Sense of responsibility • Being knowledgeable • Loyalty to work/company • Sensitivity to others • Compassion/Caring attitude • Balancing between family and work • Sense of nationalism
Work practices	May include but are not limited to: <ul style="list-style-type: none"> • Quality of work • Punctuality • Efficiency • Effectiveness • Productivity • Resourcefulness • Innovativeness/Creativity • Cost consciousness • 5S • Attention to details
Company resources	May include but are not limited to: <ul style="list-style-type: none"> • Consumable materials • Equipment/Machineries • Human • Time • Financial resources
Work incidents/ Situations	May include but are not limited to: <ul style="list-style-type: none"> • Violent/intense dispute or argument • Gambling • Use of prohibited substances • Pilferages • Damage to person or property • Vandalism • Falsification • Bribery • Sexual Harassment and Blackmail

Evidence Guide	
Critical Aspects of Competence	<p>Demonstrates skills and knowledge in:</p> <ul style="list-style-type: none"> • Define one's unique sense of purpose for working • Clarify and affirm work values/ethics/concepts consistently in the workplace • Demonstrate work practices satisfactorily and consistently in compliance with industry work ethical standards, organizational policy and guidelines • Demonstrate personal behavior and relationships with co-workers and/or clients consistent with ethical standards, policy and guidelines • Use company resources in accordance with company ethical standard, policies and guidelines. • Follow company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct/behavior
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Occupational health and safety • Work values and ethics • Company performance and ethical standards • Company policies and guidelines • Fundamental rights at work including gender sensitivity • Work responsibilities/job functions • Corporate social responsibilities • Company code of conduct/values • Balancing work and family responsibilities
Underpinning Skills	<p>Demonstrates skills in:</p> <ul style="list-style-type: none"> • Interpersonal skills • Communication skills • Self-awareness, understanding and acceptance • Application of good manners and right conduct
Resource Implications	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>

Occupational Standard: Basic Railway Operation Level I	
Unit Title	Develop Understanding of Entrepreneurship
Unit Code	<u>EIS BRO1 14 0313</u>
Unit Descriptor	This unit covers skills, knowledge and attitude required to understand the principles, functions, strategies and methods of entrepreneurship. It also covers identifying and developing the major entrepreneurial competences.

Elements	Performance Criteria
1. Describe and explain the principles, concept and scope of entrepreneurship	<p>1.1 The principles, concept and terminology of entrepreneurship are analyzed and discussed.</p> <p>1.2 The different / various forms of enterprises in the community are identified and their roles understood.</p> <p>1.3 The identified enterprises are categorized and classified.</p> <p>1.4 The terms and elements involved in the concept of enterprising, both on a personal level and in the context of classification being enterprising in business are identified and interpreted.</p> <p>1.5 Functions of entrepreneurship in business and how the entrepreneurs improved business and economic environment are explained.</p>
2. Discuss how to become entrepreneur	<p>2.1 Self-employment as an alternative option for an individual economic independence and personal growth is discussed and analyzed.</p> <p>2.2 Advantages and disadvantages of self-employment are discussed and explained.</p> <p>2.3 Entrepreneurial characteristics and traits are identified and discussed.</p> <p>2.4 Self-potential is assessed to determine if qualified to become future entrepreneur.</p> <p>2.5 Major competences of successful entrepreneurship are identified and explained.</p>
3. Discuss how to organize an enterprise	<p>3.1 The importance and role of business entrepreneurship in the society are discussed and correlated to the operations of the economy.</p> <p>3.2 Facts about small and medium enterprises are discussed, clarified and understood.</p> <p>3.3 Key success factor in setting up small and medium business are identified and explained.</p> <p>3.4 Business opportunities are identified and assessed.</p>

	<p>3.5 Business ideas are generated using appropriate tools, techniques and steps.</p> <p>3.6 Procedures for identifying suitable market for business are discussed and understood.</p> <p>3.7 Major factors to consider in selecting a location for a business are identified and discussed.</p> <p>3.8 Basic types of business ownership are identified and explained.</p> <p>3.9 Amount of money needed to start an enterprise estimated and distinction between pre operations and initial operation payments clarified.</p> <p>3.10 Advantages and disadvantages of using various sources of capital to start an enterprise are identified.</p>
<p>4. Discuss how to operate an enterprise</p>	<p>4.1 Disadvantages and advantages of three alternatives means of becoming an entrepreneur are identified and understood.</p> <p>4.2 Process of hiring and managing people is discussed and explained.</p> <p>4.3 The importance and techniques of managing time are discussed and understood.</p> <p>4.4 The techniques and procedures of managing sales are discussed and explained.</p> <p>4.5 Factors to consider in selecting suppliers and the steps to follow when doing business with them are identified and discussed.</p> <p>4.6 Awareness of how new technologies can affect small and medium business are developed.</p> <p>4.7 Characteristics of appropriate technology for use in small and medium business are identified and explained.</p> <p>4.8 Different types of cost that occur in a business and how to manage them are discussed and understood.</p> <p>4.9 Factors and procedures in knowing the cost of the enterprise are discussed and understood.</p> <p>4.10 Importance of financial record keeping and preparing simple financial statement are explained and understood.</p> <p>4.11 The application of self-management skills and negotiation skills are discussed in operating a business.</p> <p>4.12 Risk assessment and management of business enterprise are performed.</p>

5. Develop one's own business plan	<p>5.1 Process of preparing/ writing a business plan is discussed and applied.</p> <p>5.2 Standard structure and format are applied in preparing business plan.</p> <p>5.3 Findings of the business plan are interpreted, assessed and analysed.</p> <p>5.4 Feasibility of the business idea is made clear and understandable.</p> <p>5.5 Problems that may arise or encounter when starting a business are identified and understand.</p> <p>5.6 Techniques and procedures in obtaining and sourcing information are discussed and understood.</p>
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Variable	Range
Classification	May include but not limited to: <ul style="list-style-type: none"> • Private vs. public • Profit vs. non-profit • Formal vs. Non-formal • Individual vs. Community • Local vs. Foreign • Business vs. Social • Small vs. Large • Manufacturing vs. Service • Consumer vs. Industrial
Major factors	May include but not limited to: <ul style="list-style-type: none"> • Economics (local economy) • Population • Competition
Three alternatives	May include but not limited to: <ul style="list-style-type: none"> • Buying an existing business • Starting a new business • Operating a franchising business

Evidence Guide			
Critical Aspects of Competence	Demonstrates skills and knowledge to: <ul style="list-style-type: none"> • explain principles and concept of entrepreneurship • discuss how to become entrepreneur • discuss how to organize an enterprise • discuss how to operate an enterprise • develop business plan 		
Underpinning Knowledge and Attitudes	Demonstrate knowledge of: <ul style="list-style-type: none"> • Entrepreneurship principles, concepts and terminologies • Entrepreneurial competence • Entrepreneurial motivation • Risk assessment and evaluation 		
Page 58 of 64	Ministry of Education Copyright	Basic Railway Operation Ethiopian Occupational Standard	Version 1 March 2013

	<ul style="list-style-type: none"> • Principles and process of negotiations • Self-management and self-employment • Managing sales, people and time • Factors in setting up small and medium business • Small and Medium Enterprise • Business plan development • Discussion techniques and procedures
Underpinning Skills	<p>Demonstrate skills in:</p> <ul style="list-style-type: none"> • Planning and Leading • Presentation skills • Using technology • Managing money • Preparing simple financial statement • Selecting suppliers
Resource Implications	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>

Occupational Standard: Basic Railway Operation Level I	
Unit Title	Apply 3S
Unit Code	EIS BRO1 15 0313
Unit Descriptor	This unit of competence covers the knowledge, skills and attitudes required by a worker to apply 3S techniques to his/her workplace. The unit assumes the worker has a particular job in the allocated workplace known by the individual.

Elements	Performance Criteria
1. Organize junior Kaizen Promotion Team (KPT).	<p>1.1 Basics, principles and stages of KPT are identified using appropriate procedures.</p> <p>1.2 Structure of Junior KPT is established in accordance with the organizational procedures.</p> <p>1.3 Effective and appropriate contributions are made to complement team activities and objectives using individual skills and competencies.</p> <p>1.4 Effective and appropriate forms of communications are used and undertaken with KPT members who contribute to know KPT activities and objectives.</p> <p>1.5 Kaizen Board (Visual Management Board) is prepared and used in harmony with different workplace contexts.</p>
2. Prepare for work.	<p>2.1 Work instructions are used to determine job requirements, including method, material and equipment.</p> <p>2.2 Job specifications are read and interpreted following working manual.</p> <p>2.3 OHS requirements, including dust and fume collection, breathing apparatus and eye and ear personal protection needs are observed throughout the work.</p> <p>2.4 Appropriate materials are selected.</p> <p>2.5 Safety equipment and tools are identified and checked for safe and effective operation.</p>
3. Sort items.	<p>3.1 Plan is prepared to implement sorting activities.</p> <p>3.2 Cleaning activities are performed.</p> <p>3.3 All items in the workplace are identified following the appropriate procedures.</p> <p>3.4 Necessary and unnecessary items are listed using the appropriate format.</p> <p>3.5 Red tag strategy is used for unnecessary items.</p> <p>3.6 Unnecessary items are evaluated and placed in an appropriate place other than the workplace.</p>

	<p>3.7 Necessary items are recorded and quantified using appropriate format.</p> <p>3.8 Performance results are reported using appropriate formats.</p> <p>3.9 Necessary items are regularly checked in the workplace.</p>
4. Set all items in order.	<p>4.1 Plan is prepared to implement set in order activities.</p> <p>4.2 General cleaning activities are performed.</p> <p>4.3 Location/layout, storage and indication methods for items are decided.</p> <p>4.4 Necessary tools and equipment are prepared and used for setting in order activities.</p> <p>4.5 Items are placed in their assigned locations.</p> <p>4.6 After use, the items are immediately returned to their assigned locations.</p> <p>4.7 Performance results are reported using appropriate formats.</p> <p>4.8 Each item is regularly checked in its assigned location and order.</p>
5. Perform shine activities.	<p>5.1 Plan is prepared to implement shine activities.</p> <p>5.2 Necessary tools and equipment are prepared and used for shinning activities.</p> <p>5.3 Shine activity is implemented using appropriate procedures.</p> <p>5.4 Performance results are reported using appropriate formats.</p> <p>5.5 Regular shinning activities are conducted.</p>

Variable	Range
Junior KPT	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • 3S • 3MU (Mura, Muri and MUDA) • 4P (Policy, Procedure, People and Plant) • 4M (Material, Method, Man and Machine) • PDCA (Plan, Do, Check and Act)
OHS requirements	<ul style="list-style-type: none"> • Legislation/ regulations/codes of practice and enterprise safety policies and procedures. This may include protective clothing and equipment, use of tooling and equipment, workplace environment and safety, handling of material, use of fire fighting equipment, enterprise first aid, hazard control and hazardous materials and substances.

	<ul style="list-style-type: none"> • Personal protective equipment is to include that prescribed under legislation/regulations/codes of practice and workplace policies and practices. • Safe operating procedures are to include, but are not limited to the conduct of operational risk assessment and treatments associated with workplace organization. • Emergency procedures related to this unit are to include but may not be limited to emergency shutdown and stopping of equipment, extinguishing fires, enterprise first aid requirements and site evacuation.
Safety equipment and tools	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • dust masks / goggles • glove • working cloth • first aid • safety shoes
Items	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • tools • jigs/fixtures • materials/components • machine and equipment • manuals • documents • personal items (e.g. bags, lunch boxes and posters) • safety equipment and personal protective equipment • other items which happen to be in the work area
The appropriate procedures	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • steps for implementing 3S (sort, set in order and shine) activities. • written, verbal and computer based or in some other format.
Unnecessary items	<p>are not needed for current production or administrative operation and include but not limited to:</p> <ul style="list-style-type: none"> • defective or excess quantities of small parts and inventory • outdated or broken jigs and dies • worn-out bits • outdated or broken tools and inspection gear • old rags and other cleaning supplies • electrical equipment with broken cords • outdated posters, signs, notices and memos <p>some locations where unneeded items tend to accumulate may include but not limited to:</p> <ul style="list-style-type: none"> • in rooms or areas not designated for any particular purpose • in corners next to entrances or exists • along interior and exterior walls • next to partitions and behind pillars

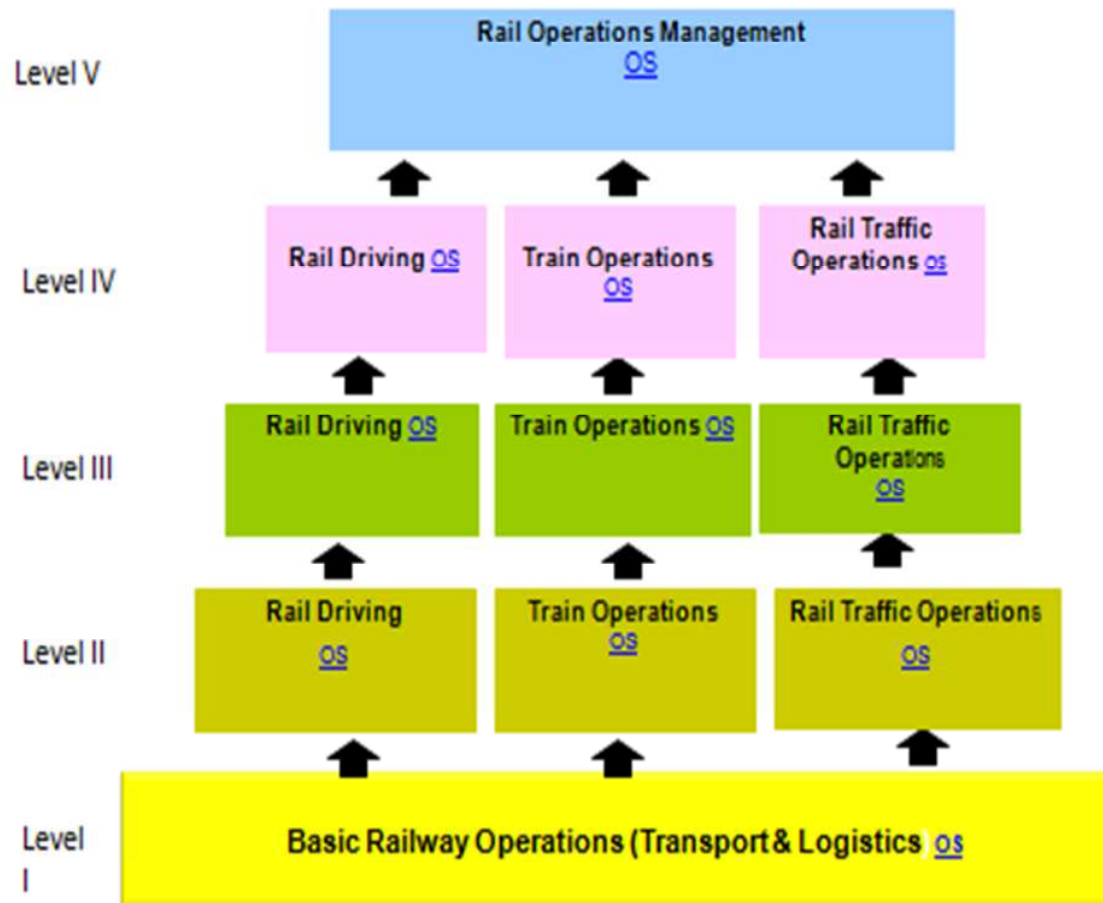
	<ul style="list-style-type: none"> • under the eaves of warehouses • under desks and shelves and in desk and cabinet drawers • near the bottom of tall stacks of items • on unused management and production schedule boards • in tools boxes that are not clearly sorted
Appropriate format	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • all items. • necessary items. • unnecessary items.
Red tag	<p>may include but not limited to:</p> <p>A format prepared with a red color paper or card which is filled and attached temporarily on the unnecessary items until decision is made. The red tag catch people's attention because red is a color that stands out. So to fill and attach red tag on items, asks the following three questions:</p> <ul style="list-style-type: none"> • Is this item needed? • If it is needed, is it needed in this quantity? • If it is needed, does it need to be located here?
Necessary items	<p>Are required in the workplace for current production or administrative operation in the amount needed.</p>
Tools and equipment	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • paint • hook • sticker • signboard • nails • shelves • chip wood • sponge • broom • pencil and shadow board/ tools board
Shine activity	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Inspection • Cleaning • Minor maintenance may include: <ul style="list-style-type: none"> ➢ Tightening bolts ➢ Lubrication and Replacing missing parts

Evidence Guide

Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • Discuss how to organize KPT. • Describe the pillars of 5S. • Implement 3S in own workplace by following appropriate procedures.
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Kaizen principle, pillars and concept • Key characteristic of Kaizen

	<ul style="list-style-type: none"> • Elements of Kaizen • Wastes/MUDA • Basics of KPT • Aims, benefits and principles of KPT • Stages of KPT • Structure and role of the components of Junior KPT • Concept and parts of Kaizen board • Concept and benefits of 5S • The pillars of 5S • Three stages of 5S application • Benefits and procedure of sorting activities • The concept and application of Red Tag strategy • OHS procedures • Benefits and procedure of set in order activities • Set in order methods/techniques • Benefits and procedure of shine activities • Inspection methods • Planning and reporting methods • Method of Communication
Underpinning Skills	<p>Demonstrates skills of:</p> <ul style="list-style-type: none"> • Participating actively in KPT • technical drawing • communication skills • planning and reporting own tasks in implementation of 3S • following procedures to implement 3S in own workplace • using sorting formats to identify necessary and unnecessary items • improving workplace layout following work procedures • preparing labels, slogans, etc. • reading and interpreting documents • observing situations • gathering evidence by using different means • recording activities and results using prescribed formats • working with others • solving problems by applying 3S • preparing and using Kaizen board • preparing and using tools and equipment to implement 3S
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Railway Transport Operations



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This occupational standard was finalized on February 2013 at Addis Ababa, Ethiopian Red Cross Training Center.

COMMENT TEMPLATE

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- **Phone# +251911207386/+251911641248/+251923787992 and**
- **E-mail: bizunehdebebe@yahoo.com/ Abebaw_maemer@yahoo.com /won_get@yahoo.com.**