



Federal Democratic Republic of Ethiopia



OCCUPATIONAL STANDARD

FREIGHT FORWARDING OPERATIONS SUPERVISION

NTQF Level IV



Ministry of Education

September 2013

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 Ethiopian 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 Ethiopian 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
- Element 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 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

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UNIT OF COMPETENCE CHART

Occupational Standard: Freight Forwarding Operations Supervision		
Occupational Code: EIS FFS		
NTQF Level IV		
EIS FFS4 01 1212 Market Services and Products to Clients	EIS FFS4 02 1212 Develop Freight Customers	EIS FFS4 03 1212 Monitor Supplier Performance
EIS FFS4 04 1212 Source Goods/Services and Evaluate Contractors	EIS FFS4 05 1212 Carry out Quarantine Procedures	EIS FFS4 06 1212 Carry out Customs Clearance Practices
EIS FFS4 07 1212 Classify Complex Commodities for the Import and Export of Goods through Customs	EIS FFS4 08 1212 Carry Out Complex Customs Valuation	EIS FFS4 09 1212 Analyze, Advise on and Carry out Integrated Border Clearance Transactions
EIS FFS4 10 1212 Assess and Confirm Customer Transport Requirements	EIS FFS4 11 1212 Organize Transport of Freight or Goods	EIS FFS4 12 1212 Organize International Transport of Freight
EIS FFS4 13 1212 Organize Cargo for Export	EIS FFS4 14 1212 Manage International Freight Transfer	EIS FFS4 15 1212 Plan and Organize Work
EIS FFS4 16 1212 Migrate to New Technology	EIS FFS4 17 1212 Establish Quality Standards	EIS FFS4 18 1212 Develop Individuals and Team

[EIS FFS4 19 1212](#)

Utilize Specialized
Communication Skills

[EIS FFS4 20 1212](#)

Manage and Maintain
Small/Medium Business
Operations

[EIS FFS4 21 1212](#)

Apply Problem Solving
Techniques and Tools

Occupational Standard: Freight Forwarding Operations Supervision Level IV	
Unit Title	Market Services and Products to Clients
Unit Code	<u>EIS FFS4 01 1212</u>
Unit Descriptor	This unit involves the skills and knowledge required to market services and products to clients including recognizing and acting upon opportunities to promote products and services, establishing and maintaining contact with clients, and negotiating and closing sales in accordance with statutory retail practice and workplace procedures.

Elements	Performance Criteria
1 Recognize opportunities to promote products and services	<p>1.1 Products and services available for on-selling from the enterprise are identified.</p> <p>1.2 Technical specifications and application(s) of products and services are identified.</p> <p>1.3 Applicability of products and or services is matched to particular clients or client groups.</p> <p>1.4 Features of products and services (including technical specifications) are explained in relation to customer requirements or potential requirements.</p> <p>1.5 Where appropriate, clients are referred to expert personnel or services.</p>
2 Establish and maintain contact with clients	<p>2.1 Communication with clients is established and maintained to develop a professional relationship</p> <p>2.2 Clients are informed of the full range of business products</p> <p>2.3 Follow-up contacts with clients are made on client request and in accordance with enterprise policy</p>
3 Negotiate sales	<p>3.1 Potential sales opportunities are recognized and acted upon</p> <p>3.2 Negotiations with clients maintain enterprise professional standards and client satisfaction</p>
4 Close sales	<p>4.1 Documentation of the agreement is completed in accordance with enterprise policy, incorporating any special requirements</p> <p>4.2 Contact with customers is maintained until sale is completed</p> <p>4.3 After-sales service is provided in accordance with enterprise procedures and statutory requirements</p>

Variable	Range		
Products	may be: <ul style="list-style-type: none"> • existing or potential 		
Communications systems	may involve: <ul style="list-style-type: none"> • face-to-face conversation • telephone • fax • email • electronic data transfer of information (EDI) • mail 		
Information/documentation:	may include <ul style="list-style-type: none"> • workplace procedures for the marketing of services and products • current and potential customer/client instructions and assessed requirements • customer service standards and procedures • workplace products and services information • quality assurance standards and procedures • relevant agreements, codes of practice including the national standards for services and operations • manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions • workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information • legislation, regulations and related documentation relevant to business operations • regulations and policies relating to minimizing risks to the environment and ensuring compliance with OHS requirements 		
The workplace environment may involve twenty-four hour operation	may include: <ul style="list-style-type: none"> • single and multi-site locations • large, medium and/or small companies 		
Services, products, risks, work systems and requirements	may: <ul style="list-style-type: none"> • potentially vary across different sections of the workplace 		
Operations	involve: <ul style="list-style-type: none"> • internal and external customer contact and coordination 		
Consultative processes	may involve: <ul style="list-style-type: none"> • existing and potential customers/clients • other employees and supervisors • suppliers 		
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	<ul style="list-style-type: none"> • manufacturers • relevant authorities • management • union representatives • OHS specialists • other maintenance, professional or technical staff
Depending on the type of organization concerned and the local terminology used, workplace plans/procedures	<p>may include:</p> <ul style="list-style-type: none"> • company plans/procedures • enterprise plans/procedures • organizational plans/procedures • established plans/procedures
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant regulations, standards and codes of practice • trading regulations relevant to business operations • relevant Ethiopian and state/territory OHS legislation • environmental protection regulations • hazardous substances and dangerous goods codes • relevant Ethiopian standards and certification requirements • license, patent or copyright arrangements

Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to:</p> <ul style="list-style-type: none"> • Recognize opportunities to promote products and services • Establish and maintain contact with clients • Negotiate sales • Close sales
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant regulatory requirements • Relevant OHS and environmental protection policies and procedures • Workplace protocols and procedures for the marketing of services and products to clients • Relevant workplace business marketing policies and practices, including requirements for the maintenance of security and confidentiality • Strategies to implement continuous improvement processes • Focus of operation of marketing systems and resources • Typical problems that can occur when marketing services and products to clients and related appropriate action that can be taken

Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when marketing services and products to clients • Negotiate and work effectively with others • Read and interpret instructions, procedures and information relevant to the marketing of services and products to clients • Interpret and follow operational instructions and prioritize work • Complete documentation related to the marketing of services and products to clients • Operate electronic communication equipment to required protocol • Work collaboratively with others when marketing services and products to clients • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems that may arise when marketing services and products to clients in accordance with regulatory requirements and workplace procedures • Plan work activities, including predicting consequences and identifying improvements • Monitor work activities in terms of planned schedule • Identify improvements to services, resource allocation and use • 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 • Select and appropriately apply technology, information systems and procedures to complete workplace tasks • Operate and adapt to differences in equipment in accordance with standard operating procedures
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.

Occupational Standard: Freight Forwarding Operations Supervision Level IV	
Unit Title	Develop Freight Customers
Unit Code	EIS FFS4 02 1212
Unit Descriptor	This unit involves the skills and knowledge required to develop freight customers in accordance with workplace requirements including identifying and evaluating potential freight business; developing proposals for new products or services; and negotiating products and services with customers.

Elements	Performance Criteria
1 Identify potential freight business	<p>1.1 The nature of potential customers freight needs is established with the customer.</p> <p>1.2 Customers freight needs are analyzed against existing services to identify variances against normal services.</p> <p>1.3 Potential new customers are kept informed during review process.</p>
2 Evaluate potential business	<p>2.1 Potential new business is analyzed against existing freight services offered by the workplace.</p> <p>2.2 Special transportation requirements are identified and discussed with the customer.</p> <p>2.3 Cost effectiveness of potential new business is established using workplace guidelines.</p>
3 Develop proposals for new products or services	<p>3.1 Potential new business is costed against new product or service.</p> <p>3.2 Proposed new product or service is documented and presented for further consideration.</p> <p>3.3 Decision regarding new product or service is conveyed promptly to the potential customer for follow-up action.</p>
4 Negotiate products and services with customers	<p>4.1 Techniques for minimizing potential damage to freight are identified and negotiated with customers.</p> <p>4.2 New products or services required to meet or improve customer services are implemented as approved.</p>

Variable	Range
Customers	may be: <ul style="list-style-type: none"> internal or external
Potential customers	include: <ul style="list-style-type: none"> all other rail and freight authorities

	<ul style="list-style-type: none"> • private businesses • government bodies • members of the public • internal customers
Workplaces	<p>may comprise:</p> <ul style="list-style-type: none"> • large, medium or small worksites
Work	<p>may be conducted:</p> <ul style="list-style-type: none"> • in a range of work environments by day or night • by day or night • limited or restricted spaces • exposed conditions • controlled or open environments
Promotional activities	<p>may include:</p> <ul style="list-style-type: none"> • public relations activities • press releases • open days • in-house newsletters • publications • advertising programs • seminars • promotional briefings • corporate sponsorship • development of promotional materials
Servicing requirements	<p>may be obtained from:</p> <ul style="list-style-type: none"> • customer requests • works orders • freight requirements • organization personnel
Hazards in the work area	<p>may include:</p> <ul style="list-style-type: none"> • exposure to chemicals • exposure to dangerous or hazardous substances • movements of equipment, goods, materials and vehicular traffic
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • other employees and supervisors • current and potential customers • suppliers, customers and clients • relevant authorities and institutions • management and union representatives • industrial relations and OHS specialists
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • phone

	<ul style="list-style-type: none"> • Electronic Data Interchange (EDI) • fax • email • internet • RF systems • oral, aural or signed communications
Depending on the type of organization concerned and the local terminology used, workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
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
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • market knowledge about competitors who are providing rail freight and those providing alternative transport systems • customer requests and works orders • workplace procedures and policies • codes of practice and regulations relevant to freight services • Ethiopian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturers specifications for equipment • internal documentation used for freight services • 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 • quality assurance procedures • emergency procedures
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant codes and regulations for the provision of freight services

	<ul style="list-style-type: none"> • Ethiopian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> ➤ Ethiopian and International Dangerous Goods Codes ➤ Ethiopian Marine law and the International Maritime Dangerous Goods Code ➤ IATA Dangerous Goods by Air regulations ➤ Ethiopian and International Explosives Codes • privacy legislation • water and road use and license arrangements • export/import/quarantine/bond requirements • marine orders • relevant state/territory OHS and environmental protection legislation • workplace relations regulations • equal opportunity legislation • equal employment opportunity and affirmative action legislation • workers compensation regulations
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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:</p> <ul style="list-style-type: none"> • identifying and cultivating potential freight business • developing proposals for new products and services • negotiating with customers regarding products and services
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Ethiopian and international codes and regulations relevant to freight services, including the Ethiopian Dangerous Goods Code and relevant bond, quarantine or other legislative requirements • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for the international codes and regulations relevant to the development of freight customers • Focus of operation of work systems, equipment, management and site operating systems for the development of freight customers • Problems that may occur when developing freight customers and appropriate action that can be taken to resolve the problems

	<ul style="list-style-type: none"> • Freight services offered by the workplace • Freight management systems • Workplace costing structures and rates • Workplace public relations policies and procedures • Profiles and details of all customers • Workplace freight service advertising policies and procedures • Services provided by other freight service organizations • Documentation requirements for the development of freight customers • Freight transport timetables, yard and terminal facilities, and site layout
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Negotiate, communicate and liaise effectively with others when developing freight customers • Read and interpret instructions, procedures and information relevant to the development of freight customers • Interpret and follow operational instructions and prioritize work • Complete documentation related to the development of freight customers • Operate electronic communication equipment to required protocol • Undertake financial calculations involving cost analysis • Prepare and present quotations • Work collaboratively with others when developing freight customers • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems that may arise when developing freight customers in accordance with regulatory requirements and workplace procedures • Apply precautions and required action to minimize, control or eliminate hazards that may exist during the development of freight customers • 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 • Select and use relevant computer, communication and office equipment

	<ul style="list-style-type: none"> • 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
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: Freight Forwarding Operations Supervision Level IV	
Unit Title	Monitor Supplier Performance
Unit Code	<u>EIS FFS4 03 1212</u>
Unit Descriptor	This unit involves the skills and knowledge required to monitor the performance of contracted suppliers of goods/materials/services including administering the supplier contract, assessing for conformity to contracted requirements, and completing all required documentation concerning the contract.

Elements	Performance Criteria
1 Administer supplier contract	<p>1.1 Procedures for the receiver of supplied goods/materials/services are documented and implemented within the workplace.</p> <p>1.2 Supplied goods/material/services are assessed for conformity to contracted requirements including price, quantity, quality and delivery schedules.</p> <p>1.3 Non-conformance of supplier with contracted requirements is accurately detailed.</p> <p>1.4 Actions to rectify non-conformance are undertaken in accordance with enterprise procedures and within scope of authority.</p> <p>1.5 Issues of non-conformance beyond scope of authority are referred to designated personnel in accordance with enterprise operating procedures.</p>
2 Complete documentation	<p>2.1 Annotations and performance assessment/evaluations are completed and appended to supplier file.</p> <p>2.2 Action taken in regard to non-conformance of contracted requirements is documented and appended to supplier file.</p> <p>2.3 System records are maintained and updated in accordance with enterprise information management system and, where applicable, regulatory requirements.</p>

Variable	Range
Information/documentation	<p>may include:</p> <ul style="list-style-type: none"> • relevant supply contracts and agreements • quality or enterprise work specifications and procedures • manufacturers specifications and/or suppliers handling and storage advice, workplace procedures, policies and instructions

	<ul style="list-style-type: none"> • guidelines relating to minimizing risks to the environment and occupational health and safety requirements • supplier and/or client instructions • material safety data sheets • relevant agreements, codes of practice including the national standards for manual handling and the industry safety code • legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection • reports of accidents and incidents within regulatory requirements and enterprise procedures • workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information • quality assurance procedures 		
The workplace environment may involve twenty-four hour operation and	<p>may include:</p> <ul style="list-style-type: none"> • single and multi-site location • large, medium or small companies 		
Services, products, risks, work systems and requirements	<p>may:</p> <ul style="list-style-type: none"> • potentially vary across different sections of the workplace 		
Operations	<p>involve:</p> <ul style="list-style-type: none"> • customer and supplier contact and coordination 		
The key requirement of this unit	<p>is to:</p> <ul style="list-style-type: none"> • interpret the data and provide appropriate, timely information on the outcomes of data analysis to appropriate personnel 		
Contracts	<p>may be:</p> <ul style="list-style-type: none"> • for singular or continuous supply 		
Document/data interchange	<p>may be:</p> <ul style="list-style-type: none"> • electronic • paper-based 		
Suppliers	<p>may include:</p> <ul style="list-style-type: none"> • domestic and international contractors • corporations • government agencies 		
Contract non-conformance	<p>must be:</p> <ul style="list-style-type: none"> • demonstrable 		
Relevant regulations/legislation	<p>may be related to:</p> <ul style="list-style-type: none"> • contract disputation • confidentiality 		
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	<ul style="list-style-type: none"> • goods regulatory requirements • probity
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • other employees and supervisors • customers and suppliers • management and union representatives • industrial relations, occupational health and safety specialists • other professional or technical staff, contractors and maintenance personnel
Depending on the type of organization concerned and the local terminology used, workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant regulations, standards and codes of practice • relevant Ethiopian and state/territory OHS legislation • equal employment legislation and related policies • environmental protection regulations • hazardous substances and dangerous goods codes • relevant Ethiopian standards and certification requirements • license, patent or copyright arrangements

Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to:</p> <ul style="list-style-type: none"> • Administer supplier contract • Complete documentation
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant regulatory and code requirements • Relevant OHS responsibilities and procedures • Workplace protocols and procedures for monitoring the performance of supply contractors • Workplace contract performance and disputation policies and procedures • Workplace business policies and plans as they relate to supply contracts, including procedures for maintenance of confidentiality • Focus of operation of recording, reporting and statistical analysis systems and resources

	<ul style="list-style-type: none"> • Resource availability including the processing capacity of equipment and software systems for statistical analysis of data • Typical problems that can occur with supply contracts and related appropriate action that can be taken
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when monitoring supplier performance • Read and interpret instructions, procedures and information relevant to the monitoring of supplier performance • Interpret and follow operational instructions and prioritize work • Complete documentation related to the monitoring of supplier performance • Operate electronic communication equipment to required protocol • Work collaboratively with others when monitoring supplier performance • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems that may occur when monitoring supplier performance in accordance with regulatory requirements and workplace procedures • 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 • Select and appropriately apply technology, information systems and procedures when monitoring supplier performance • Adapt to differences in equipment in accordance with standard operating procedures
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.

Occupational Standard: Freight Forwarding Operations Supervision Level IV	
Unit Title	Source Goods/Services and Evaluate Contractors
Unit Code	EIS FFS4 04 1212
Unit Descriptor	This unit involves the skills and knowledge required to source goods/materials/services and evaluates contractors including analyzing supply requirements, and evaluating and selecting appropriate potential contractor(s).

Elements	Performance Criteria
1 Analyze supply requirements	<p>1.1 Purpose and specifications of required goods/services are identified.</p> <p>1.2 Criteria to evaluate potential or existing contractor performance are established.</p> <p>1.3 Quantities of required goods/services are determined.</p> <p>1.4 Frequency of ordering/requesting of goods/services is identified.</p>
2 Evaluate potential contractors	<p>2.1 Contractors of requested goods/materials/services are identified.</p> <p>2.2 Comparative costing for goods/materials/services is obtained.</p> <p>2.3 Contractors' ability to provide a consistent level of performance on repeat jobs is assessed.</p> <p>2.4 Contractors are evaluated in relation to established criteria and in accordance with workplace and regulatory procedures.</p> <p>2.5 A prioritized contractor shortlist is established based on the capacity of contractors to provide a cost competitive quality service.</p> <p>2.6 The outcomes of the contractor selection process are documented including recommendations for actioning agreements/contracts with selected contractors.</p> <p>2.7 Information and data generated during the selection process is filed and maintained in accordance with workplace procedures.</p>

Variable	Range
Contractors	may be for one-off or repeat supplies/contract services
Information/documentation	<p>may include:</p> <ul style="list-style-type: none"> quality and work specifications and procedures

	<ul style="list-style-type: none"> • specifications for required products or services • manufacturers specifications and/or suppliers handling and storage advice • workplace procedures, policies and instructions • OHS regulations and procedures • supplier and/or client instructions • materials safety data sheets • relevant agreements, codes of practice including the national standards for manual handling and the industry safety code • legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection • reports of accidents and incidents within regulatory requirements and enterprise procedures • workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information • quality assurance procedures • electronic • paper-based
The workplace environment may involve twenty-four hour operation and	<p>may include:</p> <ul style="list-style-type: none"> • single and multi-site location • large, medium or small companies
Services, products, risks, work systems and requirements	<p>may:</p> <ul style="list-style-type: none"> • potentially vary across different sections of the workplace
Operations	<p>require:</p> <ul style="list-style-type: none"> • customer and supplier contact and coordination
Selection processes	<p>include:</p> <ul style="list-style-type: none"> • procedures for maintenance of confidentiality and integrity
Personnel in work area	<p>may include</p> <ul style="list-style-type: none"> • other employees and supervisors • customers and suppliers • external authorities and agencies • management and union representatives • industrial relations, occupational health and safety specialists • other professional or technical staff, contractors and maintenance personnel

Depending on the type of organization concerned and the local terminology used, workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant regulations, standards and codes of practice • relevant Ethiopian and state/territory OHS legislation • equal employment legislation and related policies • environmental protection regulations • hazardous substances and dangerous goods codes • relevant Ethiopian standards and certification requirements • license, patent or copyright arrangements

Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to:</p> <ul style="list-style-type: none"> • Analyze supply requirements • Evaluate potential contractors
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant regulatory and code requirements • Relevant OHS responsibilities and procedures • Workplace policies, procedures and protocols for the sourcing and supply of goods/services, and the evaluation of potential supply contractors • Workplace grievance and disputation handling policies and procedures • Workplace business policies and plans as they relate to supply contracts, including procedures for maintenance of confidentiality • Focus of operation of recording, reporting and statistical analysis systems and resources • Resource availability including the processing capacity of equipment and software systems for statistical analysis of data • Typical problems that can occur when sourcing goods and services and evaluating contractors, and related appropriate action that can be taken
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate and negotiate effectively with others when sourcing goods and services and evaluating contractors

	<ul style="list-style-type: none"> • Read and interpret instructions, procedures and information and signs relevant to the sourcing of goods and services and the evaluation of contractors • Interpret and follow operational instructions and prioritize work • Complete documentation related to the sourcing of goods and services and the evaluation of contractors • Operate electronic communication equipment to required protocol • Work collaboratively with others when sourcing goods and services and evaluating contractors • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems that may arise when sourcing goods and services and evaluating contractors in accordance with regulatory requirements and workplace procedures • 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 • Select and appropriately apply technology, information systems and procedures to workplace tasks • Adapt to differences in equipment in accordance with standard operating procedures
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: Freight Forwarding Operations Supervision Level IV	
Unit Title	Carry out Quarantine Procedures
Unit Code	<u>EIS FFS4 05 1212</u>
Unit Descriptor	This unit involves the skills and knowledge required by an Accredited Person to carry out the requirements of the quarantine Co-Regulation Schemes in accordance with Ethiopian Quality and Standard Authority Quality Standard of Ethiopian (EQSA) regulatory and workplace requirements.

Elements	Performance Criteria
1 Confirm EQSA accreditation status for clearance	<p>1.1 Appropriate checks are made to assess if the business has a valid compliance agreement with EQSA for the relevant co-regulation scheme.</p> <p>1.2 Ensure information is conveyed to EQSA by answering a question on this matter as appropriate at the time of lodgment of the import declaration.</p>
2 Assess a packing declaration	<p>2.1 Packing declaration is checked to confirm whether or not it contains acceptable straw, timber and bark declarations in accordance with the relevant scheme's processes and outcomes document and the containerized cargo clearance resources document.</p> <p>2.2 Packing declaration is checked to confirm that all other critical information is present as detailed in the relevant scheme's processes and outcomes document and the containerized cargo clearance resources document.</p> <p>2.3 If the packing declaration is unacceptable or if required information is missing, it is declared to EQSA at the time of lodgment of the import declaration.</p>
3 Assess a treatment certificate	<p>3.1 Treatment certificate is checked to confirm whether or not the treatment provider is acceptable to EQSA.</p> <p>3.2 Treatment certificate is checked to confirm that all critical fields are present, correct and legible as detailed in the scheme's processes and outcomes document and the containerized cargo clearance resources document.</p> <p>3.3 Treatment certificate is checked to confirm that this treatment, dosage and duration is acceptable and in accordance with the requirements of the Scheme's Processes and outcomes document and the containerized cargo clearance resources document.</p>

4 Convert quantities detailed in treatment certificates	<p>4.1 Quantities of fumigants stated in a treatment certificate as being used to treat a given volume of material are checked against EQSA requirements.</p> <p>4.2 Where necessary, required conversions are carried out to ensure that the quantity of fumigant and volume of material are at the correct dosage.</p>
5 Check and confirm unpack destination for FCL/X consignments	<p>5.1 The unpack postcode for FCL consignments is determined as metropolitan, rural or semi-rural in accordance with the scheme's processes and outcomes document and the containerized cargo clearance resources document.</p> <p>5.2 If a FCL or FCX consignment is to be unpacked at a rural or semi-rural address as identified by the postcode and the Federal TVET Agency cargo clearance resources document, it is declared to EQSA at the time of lodgment of the import declaration.</p>
6 Confirm that all commodity documentation is valid and meets EQSA requirements	6.1 Information contained in packing declarations and treatment certificate is verified as containing a linking consignment identifier or numerical link to the shipment in accordance with the scheme's processes and outcomes document and the containerized cargo clearance resources document.
7 Confirm that all commodity documentation is valid and meets EQSA requirements	<p>7.1 Determine information and documentation required for assessment in accordance with the scheme's processes and outcomes document.</p> <p>7.2 Assess documentation to determine if the commodity is in scope as required by the scheme's processes and outcomes document.</p> <p>7.3 Ensure documentation contains linkage to the consignment as required by the scheme's processes and outcomes document.</p> <p>7.4 Assess documentation in accordance with the requirements of the scheme's processes and outcomes document.</p>
8 Enter required Processing Types and Automatic Entry Processing (AEP) codes	8.1 Determine the EQSA processing type and enter it into the EQSA processing type field in the joint entry management Computer System (JEMS) in accordance with the processes and outcomes document for each of the relevant co-regulation schemes.

	8.2 Determine the quarantine approved premise where the activity is to take place in accordance with the processes and outcomes document for EACH of the relevant co-regulation schemes. The QAP code is entered into the QAP Field on the Joint Entry Management Computer System (JEMS) in accordance with the processes and outcomes document for each of the relevant co-regulation schemes.
9 Ensure that all documentation and records are completed and correctly retained	<p>9.1 All principal documentation and records of cleared imports including all relevant shipping documents, packing declarations, bills of lading, etc. are maintained in accordance Federal TVET agency-regulation scheme requirements.</p> <p>9.2 Clients are advised that EQSA may call up this documentation during any audit.</p>

Variable	Range
An Accredited Person	<p>is a person who is:</p> <ul style="list-style-type: none"> accredited under the relevant Federal TVET Agency-Regulation Scheme: who has successfully completed the Federal TVET Agency approved training course fulfilled accreditation requirements. In order to perform tasks under the Co-Regulations Scheme, an Accredited Person must also operate in a business that is a signatory to an existing Compliance Agreement with Federal TVET Agency
The Federal TVET Agency-Regulation Schemes are:	a scheme developed to allow business entities to subscribe to a Compliance Agreement with Federal TVET Agency, and for the business's Accredited Persons to assess commodity and non-commodity documentation on behalf of Federal TVET Agency, in order to facilitate the quarantine clearance of freight
The term 'straw'	<p>may include:</p> <ul style="list-style-type: none"> straw cereal rice hulls and other unprocessed plant materials
The term 'timber'	<p>may include:</p> <ul style="list-style-type: none"> crates cases dunnage pallets skids any other timber used as a shipping aid

The term 'bark'	<p>is defined as:</p> <ul style="list-style-type: none"> the external natural layer covering trees and branches. This material is distinct and separable from processed timber
Quarantine non-commodity clearance documentation	<p>may include:</p> <ul style="list-style-type: none"> packing declarations treatment certificates shipping documents <p>is:</p> <ul style="list-style-type: none"> bills of lading commercial invoices physio sanitary certificates
Unpacking destinations	<p>may include:</p> <ul style="list-style-type: none"> metropolitan destinations fringe rural destinations rural destinations
Depending on the organization concerned, workplace procedures	<p>may be called:</p> <ul style="list-style-type: none"> Standard Operating Procedures (SOPs) company procedures enterprise procedures organizational procedures established procedures
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> phone ICS direct or via proprietary software to ICS EQSA Import Management System (AIMS) Electronic Data Interchange (EDI) fax email internet RF systems oral, aural or signed communications
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> other employees and supervisors clients EQSA officers management and union representatives
Documentation and records	<p>may include:</p> <ul style="list-style-type: none"> the Federal TVET Agency containerized Cargo Clearance Document Enterprise Compliance Agreement with EQSA EQSA Operational Procedure Statements for the Automatic Entry Processing for FCL Scheme

	<ul style="list-style-type: none"> • packing declarations • treatment certificates • shipping documents • bills of lading • commercial invoices • physio sanitary certificates • goods identification numbers and codes, manifests, delivery notes, consignment notes, authorized weighbridge certificates, and special clearances • internal documentation used for non-commodity quarantine clearance activities • Ethiopian and international regulations and codes of practice for non-commodity quarantine freight clearance operation • operations manuals, job specifications and induction documentation • manufacturers specifications for equipment • workplace procedures and policies • EQSA and client instructions • quality assurance procedures • emergency procedures
Applicable legislation and regulations	<p>may include:</p> <ul style="list-style-type: none"> • Quarantine Act 1908 and Regulations • codes of practice of the Customs Brokers and Forwarders Council of Ethiopian • export/import/quarantine/bond requirements • relevant state/territory OHS and environmental protection legislation • workplace relations regulations • workers compensation regulations • equal opportunity legislation • equal employment opportunity and affirmative action legislation

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"> • identifying and interpreting the quarantine Co-Regulation Schemes • confirming accreditation status for container clearance • assessing a packing declaration

	<ul style="list-style-type: none"> • assessing a treatment certificate • converting quantities detailed in treatment certificates • identifying that all relevant documentation is valid and meets all requirements
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Proficiency in the requirements of the Federal TVET Agency-Regulation Schemes • Ethiopian and international legislation, codes and regulations relevant to non-commodity quarantine freight clearance operations • Relevant OHS and environmental protection procedures and guidelines • EQSA and workplace procedures and policies for non-commodity quarantine freight clearance operations • Focus of operation of work systems, equipment, management and site operating systems for non-commodity quarantine freight clearance operations • Typical problems that may occur during non-commodity quarantine freight clearance and appropriate action that can be taken to resolve the problems • Information on relevant aspects of non-commodity quarantine freight clearance practices • Sources of information on new developments in non-commodity quarantine freight clearance procedures • Techniques to learn the skills and knowledge required for new developments in non-commodity quarantine freight clearance procedures • Documentation and record requirements for non-commodity quarantine freight clearance operations
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Negotiate, communicate and liaise effectively with clients and others • Read and interpret instructions, procedures and information relevant to non-commodity quarantine freight clearance procedures • Select and use relevant computer/communication/office equipment when carrying out non-commodity quarantine freight clearance operations • Complete documentation related to work activities • Work collaboratively as part of a freight clearance team • Plan and organize work activities when carrying out non-commodity quarantine freight clearance procedures

	<ul style="list-style-type: none"> • Identify, interpret and learn skills and knowledge required for relevant new developments in non-commodity quarantine freight clearance services • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Solve problems that may arise when carrying out non-commodity quarantine freight clearance operations • Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits • Monitor work activities in terms of planned schedule • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
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: Freight Forwarding Operations Supervision Level IV	
Unit Title	Carry out Customs Clearance Practices
Unit Code	EIS FFS4 06 1212
Unit Descriptor	This unit involves the skills and knowledge required to carry out customs clearance practices in accordance with Customs and related legislation and workplace requirements.

Elements	Performance Criteria
1 Determine the appropriate terms of trade of a consignment	1.1 Determination is made of the correct terms of trade.
2 Interpret the rules of origin for preference claim goods within the Customs Act and Custom Tariff	2.1 Customs tariff act is consulted. 2.2 Determination is made as to whether goods are the produce or manufacture of a preference country in accordance with the customs act and customs tariff act. 2.3 Determination is made as to whether the goods qualify for preferential treatment under free trade agreements or other preferential trade agreements. 2.4 Determination is made as to whether direct shipment requirements in the customs act have been met.
3 Interpret concessional rates of duty in Schedule 4 to the Customs Tariff Act	3.1 The relevant tariff concession order is interpreted. 3.2 The relevant by-law is interpreted. 3.3 The correct treatment code or reference code for concessional entry of goods is applied.
4 Interpret special provisions relating to anti-dumping measures within the Customs Act and the Customs Tariff (Anti-Dumping) Act and related legislation	4.1 Determination is made as to whether interim dumping duty applies to the goods. 4.2 Determination is made as to whether interim countervailing duty applies to the goods. 4.3 Determination is made as to whether dumping duty applies to the goods. 4.4 Determination is made as to whether countervailing duty applies to the goods. 4.5 Interim dumping duty security amount is calculated. 4.6 Interim or dumping duty payable is calculated. 4.7 Accuracy of the duty calculation is verified.

5 Interpret industry assistance provisions	5.1 Duty concession Ethiopian industry assistance schemes are applied to the goods. 5.2 Determination is made as to whether the goods comply with the requirements of the scheme(s).
6 Apply the relevant rate of duty to the goods	6.1 The importer and seller are identified. 6.2 The relevant contract and commercial invoice are identified. 6.3 The terms of trade relevant to the contract are identified. 6.4 Situations where there is insufficient reliable information are identified.
7 Determine availability of customs duty refunds, rebates and remissions	7.1 The documents are examined for completeness. 7.2 The circumstance giving rise to the refund, rebate or remission opportunity is identified. 7.3 The relevant customs regulation and reason code is determined. 7.4 The time frames within which refunds are available is determined in accordance with the regulations. 7.5 The refund application or the import declaration is prepared.
8 Interpret and apply the Security and Temporary Import Provisions of Customs legislation	8.1 The transaction giving rise to the temporary import and/or security undertaking is established as conforming to the requirements of the customs act and regulations. 8.2 Application forms are completed and lodged in accordance with customs regulations.
9 Calculate and advise on drawback claims and advise on TRADEX procedures	9.1 Receive import and export documents sufficient to prepare claim 9.2 Determine that the claim is made within prescribed time frames. 9.3 Drawback claim is prepared and calculated in accordance with a customs approved method. 9.4 Situations suitable for TRADEX registration are identified.
10 Apply dispute resolution procedures	10.1 Customs internal appeal procedures are exhausted. 10.2 The circumstance giving rise to the dispute is identified in accordance with the customs act. 10.3 Any customs demands are identified within the legislation. 10.4 Requirements for payment under protest are determined.

	<p>10.5 Time frames within which action must commence are determined.</p> <p>10.6 Requirements for the referral to a court of competent jurisdiction are determined.</p> <p>10.7 Provisions relating to forfeiture, seizure and condemnation of goods are reviewed.</p>
11 Determine the situations under which Customs may impose penalties	<p>11.1 Determine the offence that has been committed.</p> <p>11.2 Determine if it is a strict liability offence.</p> <p>11.3 Determine appropriate time frames within which penalties may apply and demand may be made.</p>
12 Calculate FOB value, applying currency conversion and factorization principles	<p>12.1 The components that constitute the price paid or payable are identified.</p> <p>12.2 Terms of trade relevant to the invoice are identified.</p> <p>12.3 Currency used is identified.</p> <p>12.4 Adjustments are identified.</p> <p>12.5 Additions and subtractions to price are made.</p> <p>12.6 Costs against goods are apportioned using factorization.</p> <p>12.7 Applicable rate of exchange is applied.</p> <p>12.8 FOB value field on entry/declaration is completed</p> <p>12.9 Calculations are checked for accuracy and verified as required.</p> <p>12.10 Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of customs and related legislation and workplace procedures.</p> <p>12.11 Relevant documentation is passed on to the client.</p>

Variable	Range
By-law	<p>refers to:</p> <ul style="list-style-type: none"> instruments issued to the 1st and 2nd Schedule to the Customs Tariff Act items as published by the Ethiopian Customs
Interim dumping, dumping and countervailing duty:	<p>refers to:</p> <ul style="list-style-type: none"> have the meanings contained in different Section (Definitions) of the Customs Act

Interim duty security amount	<p>may include:</p> <ul style="list-style-type: none"> • any duty collected under the Customs legislation on any duty payable under the Customs Tariff (Anti-Dumping) Act
Other concessional schemes	<p>may include:</p> <ul style="list-style-type: none"> • Automotive Competitiveness and Investment Scheme (ACIS) • Quota
Information/ documentation on relevant aspects of customs clearance practices	<p>may include:</p> <ul style="list-style-type: none"> • the structure and application of anti-dumping laws in Ethiopian • differences between the Tariff Concession and By-law and other industry assistance initiatives • the use of the Penalties and Infringement Notice Scheme • the various forms and functions of securities and temporary importations • recovery of short paid duties • the procedures for 'Payments Under Protest' • Customs Act and regulations as they relate to refunds, remissions and drawbacks • 'Seizure', 'Forfeiture and 'Condemnation' as it relates to customs clearance practices • requirements for preferential treatment of goods under free trade agreements and other preferential trade agreements • Customs and related legislation • other regulatory requirements pertaining to customs clearance functions • relevant sections of the Ethiopian Customs Manual • dumping commodities register • manifests, delivery notes, special clearances, consignment notes, authorized weighbridge certificates, and special clearances • internal documentation used for customs clearance functions • operations manuals, job specifications and induction documentation • manufacturers specifications for equipment • workplace procedures and policies • client instructions • award, enterprise bargaining agreement, other industrial arrangements • quality assurance procedures • emergency procedures <p>may be obtained from:</p>

	<ul style="list-style-type: none"> • Internal networks such as: own team, staff in other departments, support staff, managers, training staff, etc. • external networks • Bulletins, journals, magazines, books, etc. • internet websites • internal and external training programs
Tariff concession order	<p>refers to:</p> <ul style="list-style-type: none"> • Part 1 of the Schedule of Concessional Instruments published by the Ethiopian Customs which lists goods covered by Schedule 1 and 2
New developments in border clearance operations	<p>may include:</p> <ul style="list-style-type: none"> • regulations • processes • systems • technology • types and packaging of goods
Ways of learning skills and knowledge required for new developments in border clearance operations	<p>may include:</p> <ul style="list-style-type: none"> • external training programs • internal training programs • reading independently • coaching in the workplace • online learning on a computer • networking with relevant internal and external contacts
Depending on the organization concerned, workplace procedures	<ul style="list-style-type: none"> • Standard Operating Procedures (SOPs) • company procedures <p>may be called:</p> <ul style="list-style-type: none"> • enterprise procedures • organizational and established procedures
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • phone • Electronic Data Interchange (EDI) • fax • email • internet • RF systems • oral, aural or signed communications
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • other employees and supervisors • clients • agents • relevant authorities and institutions • management representatives

Applicable legislation and regulations	<p>may include:</p> <ul style="list-style-type: none"> • Customs and related legislation pertaining to customs clearance functions • privacy legislation • export/import/quarantine/bond requirements • workplace relations regulations • equal opportunity legislation • equal employment opportunity and affirmative action legislation • relevant state/territory OHS and environmental protection legislation
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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:</p> <ul style="list-style-type: none"> • selecting and using the technology required to carry out customs clearance practices • determining and identifying offences and applicable time frames • applying procedures for compliance with Customs and related legislation • conducting calculations and appropriate adjustments undertaken as part of routine customs clearance operations • recognizing and dealing with routine issues that may arise during customs clearance operations
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant sections of customs and related legislation, regulations and codes of practice relevant to customs clearance operations • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for customs clearance operations • Focus of operation of work systems, equipment, management and site operating systems required for customs clearance operations • Documentation requirements for customs clearance practices • Requirements for completing relevant documentation • Routine issues that may occur during customs clearance and appropriate action that can be taken to deal with the issues

	<ul style="list-style-type: none"> • Sources of information on new developments in customs clearance practices • Ways of learning the skills and knowledge required for new developments in customs clearance practices • Steps involved in planning the work activities • Procedures for managing and controlling hazardous situations when carrying out work activities
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Negotiate, communicate and liaise effectively with customers and others • Read and interpret instructions, procedures and information relevant to customs clearance practices • Interpret and follow operational instructions and prioritize work • Plan and organize work activities when carrying out customs clearance practices • Complete documentation related to work activities • Select and use relevant computer/communication/office equipment when carrying out customs clearance practices • Work collaboratively as part of a customs broking team • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits • Deal with routine issues that may arise when carrying out customs clearance practices • Identify, interpret and learn skills and knowledge required for relevant new developments in customs clearance practices • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
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.

Occupational Standard: Freight Forwarding Operations Supervision Level IV	
Unit Title	Classify Complex Commodities for the Import and Export of Goods Through Customs
Unit Code	EIS FFS4 07 1212
Unit Descriptor	This unit involves the skills and knowledge required to classify complex commodities for the import and export of goods in accordance with Customs and related legislation and workplace requirements.

Elements	Performance Criteria
1 Apply identification principles to goods	<p>1.1 Objective and analytical classification principles are applied.</p> <p>1.2 Research resources are accessed to classify goods.</p> <p>1.3 Precedents are considered.</p> <p>1.4 Assistance is sought as required.</p> <p>1.5 Administration Appeals Tribunal (AAT) decisions and court cases are considered.</p> <p>1.6 Product knowledge research is undertaken.</p>
2 Select tariff headings for consideration (4 figure)	<p>2.1 The principles of statutory construction in the context of particular tariff headings and words are applied.</p> <p>2.2 Relevant precedents are applied when classifying commodities.</p> <p>2.3 Aids to interpretation of the tariff are used where applicable.</p> <p>2.4 Alternate headings are considered as appropriate.</p> <p>2.5 Pre or post classification potential areas of dispute are identified.</p>
3 Select tariff sub-heading (6 or 8 figure) for consideration	<p>3.1 AAT decisions, court cases and other precedents on tariff classification are interpreted and applied.</p> <p>3.2 Sub-heading notes are reviewed in hierarchical order.</p> <p>3.3 The dash system is applied to the classification.</p> <p>3.4 The correct statistical code is identified.</p>
4 Interpret and apply Section and Chapter Notes	<p>4.1 Tariff classification is determined.</p> <p>4.2 Rejection of alternate headings are justified by reference to the section and chapter notes.</p>
5 Interpret and apply rules for interpretation to goods	<p>5.1 Interpretative rules are applied to justify tariff classification of goods.</p> <p>5.2 Research resources are accessed when interpreting and applying rules for interpretation to goods.</p> <p>5.3 Requirements for tariff classification advice are identified.</p>

<p>6 Complete post classification requirements in accordance with legislative requirements</p>	<p>6.1 Tariff classification advice request is prepared in response to identified problems.</p> <p>6.2 Classification is entered correctly on the customs entry/declaration in accordance with the requirements of customs and related legislation and workplace procedures.</p> <p>6.3 Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of customs and related legislation and workplace procedures.</p> <p>6.4 Relevant documentation and other sources of information (e.g. from internet, industry experts, etc.) is retained and passed on to the client in accordance with the requirements of customs and related legislation and workplace procedures.</p> <p>6.5 Post entry classification advice to the client is initiated where required.</p>
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Variable	Range
<p>Information/ documentation on relevant aspects for the classification of commodities for the import and export of goods</p>	<p>may include:</p> <ul style="list-style-type: none"> • processes and practices for classifying various types of complex commodities • the contents and purpose of Customs Tariff Act 1995, Schedule 2, 3 and 4 • Customs and related legislation • Ethiopian Harmonized Export Classification Book • Customs Tariff Act Schedules • precedents database • dictionaries • trade or technical publications • Harmonized System Explanatory Notes (HSEN) • manifests, cart notes, delivery notes, special clearances, consignment notes, authorized weighbridge certificates, and special clearances • internal documentation • operations manuals, job specifications and induction documentation • manufacturers specifications for relevant equipment • workplace procedures and policies • supplier and/or client instructions • quality assurance procedures • extrinsic material (as defined in the Acts Interpretation Act) <p>May be conducted in:</p> <ul style="list-style-type: none"> • phone • Electronic Data Interchange (EDI)

	<ul style="list-style-type: none"> • fax • email • internet • RF systems • oral, aural or signed communications <p>may be obtained from:</p> <ul style="list-style-type: none"> • internal networks such as: own work team, staff in other departments, support staff, managers, training staff, etc. • external networks such as: staff in various regulatory authorities • bulletins, journals, magazines, books, etc. • internet websites • internal and external training programs
Classification	<p>may include:</p> <ul style="list-style-type: none"> • the classifier finding out as much as possible about the goods in the condition they are imported or exported • technology • the avoidance of generalized terms such as souvenirs, printed matter and clothing as these terms do not demonstrate analytical classification as required to correctly identify the goods • external training programs • internal training programs • reading independently • coaching in the workplace • online learning on a computer • networking with relevant internal and external contacts <p>may relate to changes in:</p> <ul style="list-style-type: none"> • technology • legislation • regulations • case law • WCO Classification • Processes • systems
Harmonized system terminology	<p>may include:</p> <ul style="list-style-type: none"> • Sufficient identification to be capable of being transferred into tariff terminology. For example, a tool holder could be included in the identification if the holder worked solely or principally with machines described specifically in the harmonized system

Assistance	<p>may include:</p> <ul style="list-style-type: none"> • advice from more experienced colleagues, customs brokers, experienced classifiers, technical experts • seeking further details about the goods from the client • consulting technical experts in the industry that the goods belong to • classification software • from customers • commercially available • additional resources
Tools	<p>may include:</p> <ul style="list-style-type: none"> • Harmonized System Explanatory Notes and Commodities • dictionaries, trade journals, technical publications
Menu	<p>may include:</p> <ul style="list-style-type: none"> • the list of chapters at the start of the Customs Tariff Act for imports and the summary of classification in the Ethiopian Harmonized system.
Type	<p>may include:</p> <ul style="list-style-type: none"> • Type Chapters (refer to Chapters 64-66, 84-95 and 97 in the Harmonized System)
Materials	<p>may include:</p> <ul style="list-style-type: none"> • Material Chapters (refer to Chapters 1-63 and 67-83 in the Harmonized System)
Merchandise trade	<p>may include:</p> <ul style="list-style-type: none"> • goods that are covered by a reference number of the Customs Tariff Act or any Ethiopian laws related to export
Section and chapters notes	<p>may include:</p> <ul style="list-style-type: none"> • Legal Notes contained within Schedule Customs Tariff Act and include directional notes (inclusion, restriction, extension) and definitional notes and notes having application across the complete Schedule. All relevant Legal Notes are expected to be considered and applied. Notes that have specific industry application such as paper, chemicals, base metals and some textile notes may require clarification/assistance from other parties
Interpretation rules	<p>may include:</p> <ul style="list-style-type: none"> • General Rules for the Interpretation of the Harmonized System. They are the rules that are to be followed for every classification
Clarification	<p>may include:</p> <ul style="list-style-type: none"> • seeking assistance from colleagues, customs broker, more experienced classifier, or technical expert • obtaining additional information from client

Sub-heading notes	<p>may include:</p> <ul style="list-style-type: none"> • Legal Notes contained within Custom Tariff Act and include directional notes (inclusion, restriction, extension) and definitional Notes and Notes having application across the complete Schedule. All relevant Legal Notes are expected to be considered and applied. Notes that have specific industry application such as paper, chemicals, base metals and some textile Notes may require clarification/assistance from other parties
Dash system	<p>is:</p> <ul style="list-style-type: none"> • a design feature of the Harmonized System which assists with the selection of the appropriate 8 figure classification
Depending on the organization concerned, workplace procedures	<p>may be called:</p> <ul style="list-style-type: none"> • Standard Operating Procedures (SOPs) • company procedures • enterprise procedures • organizational procedures • established procedures
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • other employees and supervisors • clients • agents • personnel in relevant authorities and institutions • management and union representatives • industrial relations and OHS specialists
Applicable legislation and regulations	<p>may include:</p> <ul style="list-style-type: none"> • Customs and related legislation • Ethiopian Harmonized Classification Book • Customs Tariff Act and Schedules • other legislation related to importing and exporting of goods • export/import/quarantine/bond requirements • equal employment opportunity and affirmative action legislation • equal opportunity legislation • workplace relations regulations • relevant state/territory OHS and environmental protection legislation

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:</p> <ul style="list-style-type: none"> • interpreting and applying rules for interpretation to goods • selecting and justifying heading (4 figure)

	<ul style="list-style-type: none"> • locating and justifying a sub-heading (6 or 8 figure) • completing post classification requirements • interpreting and applying Section and Chapter Notes 		
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Customs and related legislation relevant to the classification of complex commodities for the import and export of goods through customs • Relevant OHS and environmental protection procedures and guidelines • Customs and workplace procedures and policies for the classification of complex commodities for the import and export of goods through customs • Focus of operation of work systems, equipment, management and site operating systems for the classification of complex commodities for the import and export of goods through customs • Problems that may occur when classifying complex commodities for the import and export of goods through customs and appropriate action that can be taken to resolve the problems • Information on relevant aspects of the classification of complex commodities for the import and export of goods through customs • Types of complex commodities and related classification and documentation requirements • Sources of information on new developments in the classification of complex commodities for the import and export of goods through customs • Ways of learning the skills and knowledge required for new developments in the classification of complex commodities for the import and export of goods through customs • Cultural differences amongst customers, internal and external freight contacts and within the operational team and their implications when providing customs classification services • Documentation and recording requirements for the classification of commodities for the import and export of goods through customs • Steps involved in planning the work activities 		
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when classifying complex commodities for the import and export of goods through customs 		
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	<ul style="list-style-type: none"> • Locate, read and interpret instructions, procedures and information relevant to the classification of complex commodities for the import and export of goods through customs • Plan and organize work activities when classifying complex commodities for the import and export of goods through customs • Select and use relevant computer/communication/office equipment when classifying complex commodities for the import and export of goods through customs • Enter information using appropriate technology • Maintain workplace documentation and records • Work collaboratively as part of an operational team • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits • Solve problems that may arise when classifying complex commodities for the import and export of goods through customs • Identify, interpret and learn skills and knowledge required for relevant new developments in the classification of complex commodities for the import and export of goods through customs • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Learn skills and knowledge required for relevant new developments in the classification of complex commodities • Select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context • Follow the designated plan for the work
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: Freight Forwarding Operations Supervision Level IV	
Unit Title	Carry Out Complex Customs Valuation
Unit Code	EIS FFS4 08 1212
Unit Descriptor	This unit involves the skills and knowledge required to carry out complex customs valuation in accordance with Customs and related legislation and workplace requirements. It includes applying the relevant method for the complex customs valuation required; identifying the contract for customs valuation purposes; determining the price and elements of adjusted price; and identifying elements of price related costs. It also includes calculating customs value through the application of currency conversion and factorization principles, and recording valuation information on customs entry/declaration. Note: A primary responsibility of a customs broker is to ensure compliance with Ethiopian Customs and other related legislation.

Elements	Performance Criteria
1 Apply the relevant valuation method	<p>1.1 Situations where the transaction value method applies are recognized.</p> <p>1.2 Situations where alternate methods of valuation apply are recognized.</p> <p>1.3 Situations where there is insufficient reliable information are identified.</p> <p>1.4 An appropriate valuation method is selected and applied for the complex customs valuation situation identified.</p>
2 Identify the sales transaction	<p>2.1 Importer and seller are identified.</p> <p>2.2 Relevant contract or contracts are identified.</p> <p>2.3 Invoice terms relevant to the contract are identified.</p>
3 Identify the import sales transaction	<p>3.1 Import sales transaction is identified.</p>
4 Determine the price in the import sales transaction	<p>4.1 The price in the relevant import sales transaction is identified.</p>
5 Determine the elements of adjusted price for a valuation	<p>5.1 The correct adjusted price deductions are made, taking into account the relevant legislation and terms of trade.</p>

6 Identify elements of price related costs for a valuation	6.1 Correct price related costs are made, taking into account the relevant legislation and terms of trade.
7 Calculate customs value for a valuation	<p>7.1 The date and place of export are determined in accordance with the customs act.</p> <p>7.2 Valuation elements against imported goods using factorization are apportioned.</p> <p>7.3 Alternate valuation methods are applied where necessary.</p> <p>7.4 Transaction value is calculated by applying applicable rate of exchange.</p> <p>7.5 Valuation advice request is prepared in response to identified problems.</p> <p>7.6 The requirement for a valuation advice request is identified.</p>
8 Record valuation information on customs declaration in accordance with legislative requirements	<p>8.1 Valuation related fields on a customs declaration are identified.</p> <p>8.2 Valuation information is entered correctly on customs declaration,</p> <p>8.3 Calculations are checked for accuracy and verified as required.</p> <p>8.4 Completed documentation is retained by relevant personnel in the enterprise in accordance with the requirements of customs and related legislation and workplace procedures.</p> <p>8.5 Post entry valuation advice to the client is initiated where required.</p> <p>8.6 Relevant documentation is passed on to the client.</p>

Variable	Range
Transaction value	is: <ul style="list-style-type: none"> • the main method for valuing goods for customs purposes
Information on relevant aspects of customs valuation	may include: <ul style="list-style-type: none"> • identification and calculation of various aspects kinds of valuation such as: <ul style="list-style-type: none"> ➤ royalties and license fees ➤ commissions ➤ rebates ➤ packing costs ➤ rejection of transaction value ➤ related parties and transfer pricing

	<ul style="list-style-type: none"> • alternate valuation methods • case law as it applies to valuation • Valuation Advice Request and rulings <p>may be obtained from:</p> <ul style="list-style-type: none"> • internal networks such as: own operational team, staff in other departments, support staff, managers, training staff, etc. • regulatory authority, WTO, WCO • bulletins, journals, magazines, books, etc. • internet websites • internal and external training programs
Adjusted price	<p>may include:</p> <ul style="list-style-type: none"> • deductible financing costs • post importation costs • Ethiopian inland freight and insurance • deductible administrative costs • overseas freight and insurance
Price related costs	<p>may include:</p> <ul style="list-style-type: none"> • production assist costs • packing costs • foreign inland freight and insurance • commissions • royalties and license fees • proceeds of resale
Factorization	<p>means:</p> <ul style="list-style-type: none"> • the apportionment of costs over a line value (each line of the import declaration for which there is a separate classification)
Alternate valuation methods	<p>may include:</p> <ul style="list-style-type: none"> • Identical Goods Valuation • Similar Goods Valuation • Deductive Goods Method • Computed Value Method • Fall Back Method
Valuation advice	<p>may include:</p> <ul style="list-style-type: none"> • the completion and lodgment of an official Valuation Advice Request with Ethiopian Customs • advice to the client to pay under protest
Documentation and records	<p>may include:</p> <ul style="list-style-type: none"> • Customs Act and related legislation • World Trade Organization Valuation Agreement • Ethiopian Customs Manual on Valuation

	<ul style="list-style-type: none"> • INCOTERMS 2012 ICC Official Rules for the Interpretation of Trade Terms, International Chamber of Commerce, 1999 • manifests, delivery notes, special clearances, consignment notes, authorized weighbridge certificates, and special clearances • internal documentation used for customs valuation • operations manuals, job specifications and induction documentation • manufacturers specifications for equipment • workplace procedures and policies • client instructions • award, enterprise bargaining agreement, other industrial arrangements • quality assurance procedures • emergency procedures 		
Depending on the organization concerned, workplace procedures	<p>may be called:</p> <ul style="list-style-type: none"> • Standard Operating Procedures (SOPs) • company procedures • enterprise procedures • organizational procedures • established procedures 		
INCOTERMS 2012	are the ICC Official Rules for the Interpretation of Trade Terms, International Chamber of Commerce,		
Post entry valuation advice	<p>may include:</p> <ul style="list-style-type: none"> • advising the client what options are available if there is disagreement with the customs value 		
Verification	<p>may include:</p> <ul style="list-style-type: none"> • other colleagues within the enterprise • customs brokers 		
New developments in complex customs valuation	<p>practices including changes in:</p> <ul style="list-style-type: none"> • case law • technology • products • regulations • legislation • processes and systems 		
Ways of learning skills and knowledge required for new developments in customs valuation practices	<p>may include:</p> <ul style="list-style-type: none"> • external training programs • internal training programs • reading independently • coaching in the workplace • online learning on a computer • networking with relevant internal and external contacts 		
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Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • phone • Electronic Data Interchange (EDI) • fax • email • internet • RF systems • oral, aural or signed communications
Applicable legislation and regulations	<p>may include:</p> <ul style="list-style-type: none"> • Customs Act and related legislation • privacy legislation • export/import/quarantine/bond requirements • workplace relations regulations • equal opportunity legislation • equal employment opportunity and affirmative action legislation • relevant state/territory OHS and environmental protection legislation

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"> • applying the relevant method for a customs valuation • identifying the import sales transaction for customs valuation purposes • recording valuation information on customs entry/declaration • calculating customs value for a customs valuation • identifying elements of price related costs for a customs valuation • determining the price and elements of adjusted price for a complex customs valuation
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Customs Act and related legislation relevant to the conduct of a custom valuation • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for carrying out customs valuation • Focus of operation of work systems, equipment, management and site operating systems for carrying out customs valuation

	<ul style="list-style-type: none"> • Problems that may occur when carrying out customs valuation and appropriate action that can be taken to resolve the problems • Information on relevant aspects of customs valuation • Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances • Sources of information on new developments in customs valuation practices • Ways of learning the skills and knowledge required for new developments in customs valuation practices • Cultural differences amongst customers, internal and external freight contacts and within the customer service team and their implications when providing customs valuation services • Documentation requirements for customs valuations • Penalties and the infringement notice scheme as it applies to goods incorrectly valued
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Negotiate, communicate and liaise effectively with clients and others when conducting customs valuations • Read and interpret instructions, procedures and information relevant to the conduct of customs valuations • Select and use appropriate workplace colloquial and technical language and communication technologies in the workplace context • Identify, interpret and learn skills and knowledge required for relevant new developments in customs valuation practices • Follow the designated plan for the customs valuation work • Maintain work records • Select and use relevant computer/communication/office equipment when carrying out customs valuations • Enter information using appropriate technology when carrying out customs valuations • Work collaboratively as part of an operational team • Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits • Solve problems that may arise when carrying out customs valuations • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others

	<ul style="list-style-type: none"> • Work systematically with required attention to detail without injury to self or others, or damage to goods or 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: Freight Forwarding Operations Supervision Level IV	
Unit Title	Analyze, Advise on and Carry Out Integrated Border Clearance Transactions
Unit Code	EIS FFS4 09 1212
Unit Descriptor	This unit involves the skills and knowledge required to analyze, advice on and carry out integrated border clearance transactions, usually involving analysis of complex interactions between component elements of the transactions and in accordance with Customs and related legislation and workplace requirements.

Elements	Performance Criteria
1 Read and interpret the facts of the transaction request	<p>1.1 Documentation on the integrated border clearance transaction is reviewed and pertinent customs and other related legislation and quality standards are identified.</p> <p>1.2 Customs and other related legislation and quality standards are accessed and their implications for the integrated border clearance transaction are clarified and confirmed.</p> <p>1.3 Missing or ambiguous documentation on the integrated border clearance transaction is identified and documentation is updated as required in consultation with the client.</p> <p>1.4 The integrated border transaction is interpreted to determine the potential interactive effects that may need to be considered between the different legislative requirements and quality standards.</p>
2 Identify and analyze any problems	<p>2.1 The various aspects of the integrated border clearance transaction and the related documentation are analyzed and any identified issues and problems are documented.</p> <p>2.2 The implications and risks associated with identified issues and problems are assessed.</p> <p>2.3 Outcomes of the assessment of implications and risks are recorded in accordance with workplace procedures and relevant legislative requirements.</p>
3 Develop and review alternative solutions	<p>3.1 Appropriate alternative solutions to the identified issues and problems are developed with due consideration to the management of the risks involved, all legislative requirements, enterprise quality standards and the needs of the client.</p>

	<p>3.2 The comparative benefits and risks of the alternative solutions are reviewed in accordance with workplace procedures.</p> <p>3.3 The various options and their outcomes of the review of their comparative benefits and risks are documented as required.</p>
4 Select and justify a solution	<p>4.1 Based on the review of the alternative solutions developed, a selection is made of the preferred solution.</p> <p>4.2 The justification for the selection is documented as per workplace procedures and policies with due reference to its compliance with all legislative requirements, the benefits of the selected solution, the risks involved and how they will be managed.</p> <p>4.3 Any critical issues identified during the review and analysis process are discussed and cleared with relevant internal and external personnel if necessary.</p>
5 Provide advice to client on a border clearance transaction	<p>5.1 The results of the review of the integrated border clearance transaction are discussed with the client and advice is provided on the recommended solution and the rationale for the recommendation.</p> <p>5.2 Agreement is gained from the client to proceed with the integrated border clearance transaction as planned.</p>
6 Complete the border clearance transaction	<p>6.1 The integrated border clearance transaction is completed in accordance with the agreed approach and all pertinent legislative requirements and workplace procedures.</p>
7 Document and record the border clearance transaction	<p>7.1 All required documentation for the integrated border clearance transaction is completed and verified in accordance with all legislative requirements and workplace procedures.</p> <p>7.2 Information is entered into appropriate systems as required.</p> <p>7.3 Records are made of the integrated border clearance transaction and information on any specific issues and problems and related solutions adopted and action taken.</p> <p>7.4 All relevant information concerning the integrated border clearance transaction is forwarded to the client and relevant internal and external personnel.</p> <p>7.5 Records for the integrated border transaction are retained according to customs and related legislation requirements as well as workplace and organizational procedures.</p>

<p>8 Implement formal review mechanisms for dispute resolution</p>	<p>8.1 The need for a formal review of a dispute related to a border transaction is identified in accordance with the relevant requirements of customs and other related legislation.</p> <p>8.2 The appropriate review mechanism for a dispute related to a border transaction is identified in accordance with the relevant requirements of customs and other related legislation.</p> <p>8.3 The identified review mechanism is implemented for the resolution of a dispute related to a border transaction in accordance with the relevant requirements of customs and other related legislation.</p>
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Variable	Range
Documentation and records	<p>may include:</p> <ul style="list-style-type: none"> • relevant Customs and related legislation • ATO legislative requirements • EQSA and other legislative requirements and publications pertaining to border clearance functions • relevant sections of Ethiopian Customs Manual • information from relevant websites on the internet such as Customs, DEWHA and EQSA websites • manifests, delivery notes, special clearances, consignment notes, authorized weighbridge certificates, and special clearances • internal documentation used for integrated border clearance transactions • operations manuals, job specifications and induction documentation • manufacturers specifications for equipment required when conducting analysis • workplace procedures and policies • client instructions • award, enterprise bargaining agreement, other industrial arrangements • quality assurance procedures • emergency procedures
Information on relevant aspects of integrated border clearance transactions	<p>may include:</p> <ul style="list-style-type: none"> • the functions and responsibilities of a customs broker nominee, sole trader and corporate brokerage • the role and authority of the Customs, EQSA and other legislative authorities and how they fit into the structure of the government and customs broker practices

	<ul style="list-style-type: none"> • internal and external review practices available to analyze and review issues and problems arising within integrated border clearance transactions • processes and practices for advising clients on issues and related solutions arising during an assessment of integrated border clearance transactions <p>may be obtained from:</p> <ul style="list-style-type: none"> • internal networks such as: own operations team, staff in other departments, support staff, managers, training staff, etc. • external networks such as: staff in various regulatory authorities (Customs, EQSA, etc.), airline, shipping, road transport and storage, personnel, staff in bond stores and other customs broking firms, etc. • official booklets, bulletins, journals, magazines, books, etc. • internet websites (e.g. Customs, EQSA) • internal and external training programs
Analysis of an integrated border clearance transaction	<p>may involve:</p> <ul style="list-style-type: none"> • careful and detailed consideration of the client's instructions and needs, all compliance requirements and relevant workplace quality standards. It also includes consideration of all possible interactive effects and risks and a comparative review of appropriate solutions to any problems and issues identified in the course of the analysis
Aspects of integrated border clearance transactions that will need to be examined and analyzed to establish any interactive effects and problems	<p>may include:</p> <ul style="list-style-type: none"> • permit requirements (including environmental/wildlife and quarantine) • GST requirements • tariff classification requirements • valuation • prohibitions and restrictions • infringement notices and penalties • dispute resolution
Aspects of transaction that may be considered in the consideration of interactive effects and issues	<p>can include:</p> <ul style="list-style-type: none"> • client requirements • compliance with all legislation and permit requirements • risk assessment (to broking organization, regulatory authorities and client) • cost effectiveness • timeliness and source(s) of information
New developments in border clearance requirements and operations	<p>may relate to:</p> <ul style="list-style-type: none"> • legislation • processes

	<ul style="list-style-type: none"> • systems • technology • goods
Ways of learning skills and knowledge required for new developments in border clearance requirements and operations	<p>may include</p> <ul style="list-style-type: none"> • external training programs • internal training programs • reading independently • coaching in the workplace • online learning on a computer • networking with relevant internal and external contacts
Depending on the organization concerned, workplace procedures	<p>may be called:</p> <ul style="list-style-type: none"> • Standard Operating Procedures (SOPs) • company procedures • enterprise procedures • organizational procedures • established procedures
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • phone • Electronic Data Interchange (EDI) • fax • email • internet • RF systems • oral, aural or signed communications
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • clients • their agents • other employees and supervisors • relevant authorities and institutions • management representatives • other relevant government departments, authorities and institutions • Customs • EQSA
Applicable legislation and regulations	<p>may include:</p> <ul style="list-style-type: none"> • Customs Act and related legislation pertaining to integrated border clearance transactions • taxation legislation • EQSA and other government and legislative requirements pertaining to border clearance functions • privacy legislation • export/import/quarantine/bond requirements

	<ul style="list-style-type: none"> • workplace relations regulations • equal opportunity legislation • equal employment opportunity and affirmative action legislation • relevant state/territory OHS and environmental protection legislation
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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:</p> <ul style="list-style-type: none"> • reading and interpreting the facts of the transaction request • identifying and analyzing any problems that may arise in completing a border clearance transaction • developing and reviewing alternative solutions • selecting and justifying solutions to typical border clearance transaction problems • completing the border clearance transaction • documenting and recording the border clearance transaction
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant Customs and related legislation and Ethiopian and international codes and regulations relevant to the analyzing, advising on and conducting integrated border clearance transactions • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for analyzing, advising on and conducting integrated border clearance transactions • Focus of operation of work systems, equipment, management and site operating systems when analyzing, advising on and conducting integrated border clearance transactions • Issues and problems that may be identified when analyzing, advising on and conducting integrated border clearance transactions and appropriate action that can be taken to resolve the problems and issues concerned • Information on relevant aspects of integrated border clearance transactions • Types of goods and related documentation • Sources of information on new developments in border clearance operations, transactions and related legislative requirements

	<ul style="list-style-type: none"> • Ways of learning the skills and knowledge required for new developments in border clearance operations, transactions and related legislative requirements • Cultural differences amongst customers, internal and external contacts and within the operational team and their implications • Documentation requirements needed when analyzing, advising on and conducting integrated border clearance transactions
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Negotiate, communicate and liaise effectively with clients and others • Take responsibility for analyzing, advising on and conducting integrated border clearance transactions and related solutions • Read and interpret instructions, procedures and information relevant to analyzing, advising on and conducting integrated border clearance transactions • Identify, interpret and learn skills and knowledge required for relevant new developments in border clearance transactions • Plan and organize work activities • Select and use relevant computer/communication/office equipment when analyzing, advising on and conducting integrated border clearance transactions • Present information using appropriate media and technology • Work collaboratively as part of a customs broking team • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits • Solve problems that may arise when analyzing, advising on and conducting integrated border clearance transactions
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.

Occupational Standard: Freight Forwarding Operations Supervision Level IV	
Unit Title	Assess and Confirm Customer Transport Requirements
Unit Code	EIS FFS4 10 1212
Unit Descriptor	This unit involves the skills and knowledge required to assess and confirm customer freight transport requirements, including assessing the goods/stock to be transported, determining the transit needs and any special requirements, confirming requirements with the customer and completing all required documentation.

Elements	Performance Criteria
1 Assess goods/stock to be transported	<p>1.1 Customer service parameters are followed in accordance with workplace procedures.</p> <p>1.2 In consultation with customer key characteristics of the goods/stock to be transported are determined.</p> <p>1.3 Regulatory and/or specific requirements for load shipment are identified.</p> <p>1.4 Specific load handling characteristics/requirements are identified.</p> <p>1.5 Task requirements are matched to workplace capability and operational focus.</p>
2 Determine transit requirements	<p>2.1 Applicable transportation modes are matched for customers' geographic location, load packaging characteristics, quantity of goods to be transported and any special requirements.</p> <p>2.2 Required pick-up and destination point(s) are identified and assessed for safe access and operation.</p> <p>2.3 Specified transit times and routes are identified and agreed with customer.</p> <p>2.4 Transportation mode(s) are determined with customer with regard to load characteristics, transit requirements and cost-effectiveness.</p> <p>2.5 Risk assessment of transport service is undertaken in accordance with workplace policy and procedures.</p>
3 Complete documentation	<p>3.1 Decisions for proceeding with task are undertaken or referred in accordance with workplace procedures and within scope of authority.</p> <p>3.2 Parameters of service requirements for the workplace and customer are documented.</p>

	<p>3.3 Quotations for services/specifications are itemized and documented.</p> <p>3.4 Legislative, insurance or specific conditions for load transport are recorded.</p>
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Variable	Range
Depending on the type of organization concerned and the local terminology used, workplace plans/procedures	<p>may include:</p> <ul style="list-style-type: none"> • company plans/procedures • enterprise plans/procedures • organizational plans/procedures • established plans/procedures
Decision to provide service to customer	<p>is:</p> <ul style="list-style-type: none"> • undertaken within scope of authority <p>should reflect:</p> <ul style="list-style-type: none"> • the scope of the organization to undertake the task and/or to outsource some or all of the task
The workplace environment may involve twenty-four hour operation and	<p>may include:</p> <ul style="list-style-type: none"> • single and multi-site locations • large, medium and small companies
Services, products, risks, work systems and requirements	<p>may:</p> <ul style="list-style-type: none"> • potentially vary across different sections of the workplace
Consignments	<p>may be:</p> <ul style="list-style-type: none"> • single and multi-site locations • palletized • Containerized • packaged or loose • in gas, liquid or solid form
Special freight transport requirements	<p>may involve:</p> <ul style="list-style-type: none"> • single and multi-site locations • temperature controlled stock • live stock • dangerous goods • hazardous substances • specific security arrangements • oversized/over massed loads
Key characteristics of the goods/stock to be transported	<p>may include the:</p> <ul style="list-style-type: none"> • type of goods to be transported • load characteristics including perish ability, spoilage, fragility, compatibility

	<ul style="list-style-type: none"> • packing and stowing requirements for load • aggregate size and capacity of load to be transported 		
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 		
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 		
Information/documentation	<p>may include:</p> <ul style="list-style-type: none"> • workplace procedures and policies • customer service standards and procedures • supplier and/or client instructions • workplace products and services information • quality assurance standards and procedures • regulations and policies relating to minimizing risks to the environment and ensuring compliance with OHS requirements • manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions • Dangerous Goods Codes and related regulations and documentation including material safety data sheets • relevant agreements, codes of practice including the national standards for services and operations • reports of accidents and incidents • workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information • legislation, regulations and related documentation relevant to workplace operations 		
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant regulations, standards and codes of practice • trading regulations relevant to business operations 		
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	<ul style="list-style-type: none"> • relevant Ethiopian and state/territory OHS legislation • environmental protection regulations • hazardous substances and dangerous goods codes • relevant Ethiopian standards and certification requirements • license, patent or copyright arrangements
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Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to:</p> <ul style="list-style-type: none"> • Assess goods/stock to be transported • Determine transit requirements • Complete documentation
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant and regulatory and code requirements including mass and load regulations • Relevant OHS and environmental protection policies and procedures • Workplace protocols and procedures for the assessing and confirming customer transport requirements • Strategies to implement continuous improvement processes • Focus of operation of customer service and quotation/specification systems and resources • Typical problems that can occur when assessing and confirming customer transport requirements and related appropriate action that can be taken
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when assessing and confirming customer transport requirements • Negotiate with others when assessing and confirming customer transport requirements • Read and interpret instructions, procedures, information and signs relevant to the assessment and confirmation of customer transport requirements • Interpret and follow operational instructions and prioritize work • Complete documentation related to the assessment and confirmation of customer transport requirements • Select and appropriately apply technology, information systems and procedures to complete workplace tasks • Work collaboratively with others when assessing and confirming customer transport requirements • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others

	<ul style="list-style-type: none"> • Promptly report and/or rectify any identified problems that may arise when assessing and confirming customer transport requirements in accordance with regulatory requirements and workplace procedures • Plan work activities, including predicting consequences and identifying improvements • 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
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: Freight Forwarding Operations Supervision Level IV	
Unit Title	Organize Transport of Freight or Goods
Unit Code	<u>EIS FFS4 11 1212</u>
Unit Descriptor	This unit involves the skills and knowledge required to organize the transport of freight or goods, including planning the transport operations, organizing the transport of the freight, completing the required documentation and finalizing the organizational process.

Elements	Performance Criteria
1 Plan transport operations	<p>1.1 Knowledge of product to be freighted and workplace procedures are applied to the analysis of the transportation process.</p> <p>1.2 Domestic and international regulations, codes and procedures for the transport of freight are identified.</p> <p>1.3 Resources including manual handling equipment, employees competencies, storage areas, goods management equipment and transportation equipment are identified to match the task.</p> <p>1.4 Work processes are planned to meet agreed timelines.</p> <p>1.5 Types of transportation required for the freight or goods are identified to match customer requirements, freight type and delivery time.</p> <p>1.6 Multiple transport modes are identified where applicable</p> <p>1.7 Goods transfer methods between modes of transport are selected where appropriate</p>
2 Organize the transport of freight	<p>2.1 Employees, equipment and temporary storage areas (if required) are allocated and supervised.</p> <p>2.2 Freight is secured ensuring no damage to contents.</p> <p>2.3 Handling methods suitable to the goods and transport method are selected.</p> <p>2.4 Individuals are informed of work requirements and timelines.</p> <p>2.5 Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and according to workplace and OHS requirements.</p> <p>2.6 Discrepancies in freight are noted and action undertaken in accordance with workplace procedures.</p>

3 Complete organizational process	<p>3.1 Monitoring processes to track the movement of freight are implemented.</p> <p>3.2 Reporting requirements are communicated to appropriate personnel.</p> <p>3.3 Workplace documents and records are checked for completion and are filed/stored in accordance with workplace procedures.</p>
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Variable	Range
Freight/goods to be transported	may include: <ul style="list-style-type: none"> • dangerous, hazardous, perishable, fragile, packaged goods • in liquid or solid form
Storage areas	may be: <ul style="list-style-type: none"> • existing, temporary or permanent
Organization of the transport of freight/goods	may include movement of: <ul style="list-style-type: none"> • goods • equipment • materials and vehicular traffic
Customers	may be: <ul style="list-style-type: none"> • internal or external
Operations	may be conducted: <ul style="list-style-type: none"> • by day or night
Transport modes	may include: <ul style="list-style-type: none"> • road, air, rail, sea or combinations
Information needed to facilitate the organization of the transport of freight/goods	may include: <ul style="list-style-type: none"> • type, capacity and compatibility of freight/goods • agreed delivery times and routing schedules • pick-up and drop-off points • specified mode of transport • agreed cost structure
Requirements for work	may include: <ul style="list-style-type: none"> • site restrictions and procedures • use of safety and personal protective equipment • communications equipment • specialized lifting and/or handling equipment • incident/accident breakdown procedures • authorities and permits • hours of operations • noise restrictions • additional gear and equipment • Ethiopian standards and guidelines for manual handling

Hazards	<p>may include:</p> <ul style="list-style-type: none"> • hazardous or dangerous materials • contamination of, or from, materials being handled • noise, light, energy sources • stationary and moving machinery, parts or components • dust/vapors • spills, leakages, ruptures • service lines
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • other employees and supervisors • suppliers, potential customers and clients • relevant authorities and institutions • management and union representatives • industrial relations and OHS specialists • other maintenance, professional or technical staff
Depending on the type of organization concerned and the local terminology used, workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • Ethiopian and international codes of practice and regulations relevant to the transport of freight • operations manuals, job specifications and procedures and induction documentation • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • competency standards and training materials • manufacturers/client specifications, instructions • workplace operating procedures and policies • supplier and/or client instructions • Ethiopian and International standards, criteria and certification requirements • communications technology equipment, oral, aural or signed communications • quality assurance procedures • emergency procedures
Applicable procedures and codes	<p>may include:</p> <ul style="list-style-type: none"> • relevant regulations for the import and export 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 Law and the International Maritime Dangerous Goods Code ➤ IATA Dangerous Goods by Air regulations ➤ Ethiopian and International Explosives Codes • Ethiopian and international standards and certification requirements • international transport regulations, codes and procedures • relevant state/territory OHS legislation • relevant state/territory environmental protection legislation
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Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to:</p> <ul style="list-style-type: none"> • Plan transport operations • Organize the transport of freight • Complete organizational process
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Codes of practice and legislative requirements relevant to the organization of the transport of freight and goods • Relevant OHS and environmental procedures and regulations • Procedures for the calculation/estimation of weight, volumes and dimensions • Procedures for the identification and evaluation of information needed to facilitate the transport of freight • Procedures for assessing storage and transport requirements and options • Procedures for electing transport/storage equipment and systems • Procedures for organizing any required permits • Procedures for coordinating the transfer and storage of goods including multi-modal transport • Procedures for the completion of transport documentation • Problems that may occur when organizing the transport of freight and goods and appropriate action that can be taken • Sources of information and documentation needed when organizing the transport of freight and goods • Customer service policies and procedures
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when organizing the transport of freight and goods

	<ul style="list-style-type: none"> • Read and interpret instructions, procedures and labels relevant to the organization of the transport of freight and goods • Interpret and follow operational instructions and prioritize work • Complete documentation related to the organization of the transport of freight and goods • Work collaboratively with others when organizing the transport of freight and goods • Establish effective working relationships with colleagues and clients • Plan own work including prioritization of work activities, predicting consequences and identifying improvements • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems that may arise during the organization of the transport of freight and goods in accordance with regulatory requirements and workplace procedures • Apply precautions and required action to minimize, 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 • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Select and use communication, computers and systems required for the organization of the transport of freight and goods • Operate and adapt to differences in equipment in accordance with standard operating procedures
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: Freight Forwarding Operations Supervision Level IV	
Unit Title	Organize International Transport of Freight
Unit Code	EIS FFS4 12 1212
Unit Descriptor	This unit involves the skills and knowledge required to organize the international transport of freight, including confirming customer requirements, organizing freight arrangements and communicating with shipping agents and authorities.

Elements	Performance Criteria
1 Confirm customer requirements	<p>1.1 Customer requirements for the movement of cargo in terms of the nature of goods, the countries of origin and destination, the timescales for collection and delivery and the estimated budget for the transaction are confirmed.</p> <p>1.2 Customer priorities for the shipment are confirmed.</p> <p>1.3 Decisions on possible routes, taking into account known variables, are undertaken.</p>
2 Organize freight arrangements	<p>2.1 International regulations, codes of practice for the transport of freight are confirmed.</p> <p>2.2 Work processes are planned to meet agreed timelines.</p> <p>2.3 Transport modes (including multi-modal options) are matched to customer requirements, freight type and delivery times.</p> <p>2.4 Availability of selected carrier(s) is checked including modes of transport, scheduled departure dates and times, transfer times and costs for each stage of shipment.</p> <p>2.5 Arrangements are made to consolidate freight, where appropriate.</p> <p>2.6 Freight carrier(s) booking(s) are confirmed.</p> <p>2.7 Transport of freight to selected international carrier is organized.</p>
3 Communicate with shipping agents and authorities	<p>3.1 Freight documentation is checked for accuracy and forwarded as appropriate to shipping agents and authorities.</p> <p>3.2 Confirmation of dispatch of freight from international carrier is obtained.</p> <p>3.3 Arrival of cargo at port of entry is confirmed.</p> <p>3.4 Acceptance of freight documentation is confirmed.</p> <p>3.5 Payments are authorized.</p>

	<p>3.6 Cargo is on-forwarded from point of entry, where required.</p> <p>3.7 Customer is advised that freight has been forwarded to point of destination.</p>
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Variable	Range
Requirements for work	<p>may include:</p> <ul style="list-style-type: none"> • freight forwarding protocols and procedures • communications equipment • workplace operations • authorities and permits • hours of operation • relevant regulations
Documentation/records	<p>may include:</p> <ul style="list-style-type: none"> • Ethiopian and international codes of practice and regulations relevant to the international transport of freight • operations manuals, job specifications and procedures and induction documentation • Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options • workplace operating procedures and policies • supplier and/or client instructions • Ethiopian and International standards, criteria and certification requirements • communications technology equipment, oral, aural or signed communications • quality assurance procedures • emergency procedures • relevant competency standards and training materials
Organizational activities	<p>may cover movement of:</p> <ul style="list-style-type: none"> • equipment • goods • materials • various forms of freight transport
Information needed to organize the international transport of freight	<p>may include:</p> <ul style="list-style-type: none"> • type, capacity and compatibility of cargo • agreed delivery times and routing schedules • pick-up and drop-off points • specified carrier/mode of transport • agreed cost structure
Forms of transport	<p>may include:</p> <ul style="list-style-type: none"> • road • rail

	<ul style="list-style-type: none"> • sea • air • local courier
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • international and domestic agents, suppliers and clients • relevant authorities and institutions • other employees and supervisors • management • OHS specialists • other professional or technical staff
Communications systems	<p>may involve:</p> <ul style="list-style-type: none"> • telephone • fax • email • electronic data transfer of information and mail
Depending on the type of organization concerned and the local terminology used, workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Applicable procedures and codes	<p>may include:</p> <ul style="list-style-type: none"> • regulations and codes of practice for the international transport of freight • 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 Law and the International Maritime Dangerous Goods Code ➢ IATA Dangerous Goods by Air regulations ➢ Ethiopian and International Explosives Codes • relevant regulations for the import and export of cargo • Ethiopian and international standards and certification requirements • relevant state/territory OHS legislation • relevant state/territory environmental protection legislation

Evidence Guide

Critical Aspects of Competence	<p>The evidence required to:</p> <ul style="list-style-type: none"> • Confirm customer requirements • Organize freight arrangements • Communicate with shipping agents and authorities
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<p>Underpinning Knowledge and Attitude</p>	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant codes of practice and legislative requirements including local and international freight regulations • Relevant OHS and environmental procedures and regulations • Procedures for the interpretation of client requirements • Procedures for the identification and evaluation of information needed to organize the international transport of freight • Procedures for calculating volumes and dimensions • Procedures for reviewing transport options and availability of carriers • Procedures for liaising with Ethiopian and international contacts using appropriate technology • Procedures for completing consignment documentation • Problems that may occur when organizing the international transport of freight and appropriate action that can be taken • Contacts and sources of information/documentation needed when organizing the international transport of freight • Customer service policies and procedures
<p>Underpinning Skills</p>	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when organizing the international transport of freight • Read and interpret instructions, procedures and labels relevant to the international transport of freight • Complete documentation related to the organization of the international transport of freight • Work collaboratively with others when organizing the international transport of freight • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems that may arise when organizing the international transport of freight in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unplanned events • 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 • Use relevant communication and computer equipment and systems when organizing the international transport of freight • Operate and adapt to differences in equipment in accordance with standard operating procedures

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: Freight Forwarding Operations Supervision Level IV	
Unit Title	Organize Cargo for Export
Unit Code	EIS FFS4 13 1212
Unit Descriptor	This unit involves the skills and knowledge required to organize the export of cargo including confirming correct preparation of the consignment, organizing the loading of the cargo and processing the documentation.

Elements	Performance Criteria
1 Confirm correct preparation of consignment	<p>1.1 Consignment is checked to ensure that cargo is consistent with packing specification and is suitable for the type and method of transport.</p> <p>1.2 Consignment is checked to ensure that Labeling and marking of cargo conforms with domestic and international regulations and workplace requirements and that the packaging of cargo conforms to regulatory requirements and is appropriate for the method of transport.</p> <p>1.3 Cargo is checked for dangerous goods or explosives and it is confirmed that, where applicable, packaging and Labeling conform with the Ethiopian and International Dangerous Goods or Explosives Codes.</p> <p>1.4 Discrepancies in the composition or preparation of the cargo are noted and action is undertaken in accordance with workplace procedures.</p>
2 Organize the loading of cargo	<p>2.1 Handling methods and equipment are selected which are suitable for the goods and transport method.</p> <p>2.2 Goods transfer methods between modes of transport are selected where appropriate.</p> <p>2.3 Procedures for the loading of cargo are organized in accordance with good practice requirements.</p> <p>2.4 Established industry practice is followed in the organization of the loading of cargo.</p> <p>2.5 Employees, equipment and temporary storage areas (if required) are allocated and supervised.</p> <p>2.6 Individuals are informed of work requirements, timelines and relevant personal protective equipment.</p> <p>2.7 Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and within OHS requirements.</p>

<p>3 Process documentation</p>	<p>3.1 All relevant documentation is consolidated and checked for completion.</p> <p>3.2 Dangerous goods declaration is obtained from consignor (if necessary).</p> <p>3.3 Discrepancies in documentation are identified and action is undertaken in accordance with workplace procedures.</p> <p>3.4 Documents are filed/stored/forwarded in accordance with workplace procedures.</p>
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Variable	Range
Cargo to be exported	may include dangerous, hazardous, perishable, fragile, packaged goods or in liquid or solid form
Requirements for work	may include: <ul style="list-style-type: none"> • site restrictions and procedures • use of safety and personal protective equipment • communications equipment • specialized lifting and/or handling equipment • incident/accident breakdown procedures • authorities and permits • hours of operations • noise restrictions, additional gear and equipment
Workplace procedures	may include: <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational and established procedures
Established industry practice	includes: <ul style="list-style-type: none"> • available space is used efficiently • goods are packed for ease of inspection and to meet delivery and customer requirements • goods are secured ensuring no damage to contents • weight and volume of consolidated cargo conforms to specifications • dangerous goods are labeled in accordance with Ethiopian and International Dangerous Goods Codes • dangerous goods are packaged and labeled in accordance with their class and subsidiary risk
Information/documentation	may include: <ul style="list-style-type: none"> • Ethiopian and international codes of practice and regulations relevant to export of cargo • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances

	<ul style="list-style-type: none"> • operations manuals, job specifications and procedures and induction documentation • Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options • workplace operating procedures and policies • supplier and/or client instructions • Ethiopian and international standards, criteria and certification requirements • communications technology equipment, oral, aural or signed communications • quality assurance procedures • emergency procedures • relevant competency standards and training materials <p>Forms of documentation for the export of cargo may include:</p> <ul style="list-style-type: none"> • packing specifications and lists • manifests • invoices
Organization of the cargo for export	<p>may include:</p> <ul style="list-style-type: none"> • movement of equipment, goods, materials and vehicular traffic
Customers	<p>may be:</p> <ul style="list-style-type: none"> • internal or external
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> • by day or night
Transport modes	<p>may include:</p> <ul style="list-style-type: none"> • air, sea or combinations
Hazards	<p>may include:</p> <ul style="list-style-type: none"> • hazardous or dangerous materials • contamination of, or from, materials being handled • noise, light, energy sources • stationary and moving machinery, parts or components • dust/vapors • spills, leakages, ruptures • service lines
Hazard management	<p>is consistent with:</p> <ul style="list-style-type: none"> • the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • other employees and supervisors • suppliers, potential customers and clients • relevant authorities and institutions

	<ul style="list-style-type: none"> • management and union representatives • industrial relations and OHS specialists • other maintenance, professional or technical staff
Applicable procedures and codes	<p>may include:</p> <ul style="list-style-type: none"> • relevant codes and regulations for the export 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 law and the International Maritime Dangerous Goods Code ➤ IATA Dangerous Goods by Air regulations ➤ Ethiopian and International Explosives Codes • relevant international and Ethiopian state/territory road rules and transport regulations • relevant Ethiopian and international standards and certification requirements • international transport regulations, codes and procedures • relevant state/territory OHS legislation • relevant state/territory environmental protection legislation

Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to:</p> <ul style="list-style-type: none"> • Confirm correct preparation of consignment • Organize the loading of cargo • Process documentation
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Codes of practice and legislative requirements including local and international regulations relevant to the export of cargo • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • Relevant OHS and environmental procedures and regulations • Interpretation of client requirements • Procedures for the identification and evaluation of information needed to organize the export of cargo • Procedures for the calculation of weights, volumes and dimensions • Procedures for the reviewing of transport options and availability of carriers • Procedures for liaising with Ethiopian and international contacts

	<ul style="list-style-type: none"> • Procedures for batching, dating and numbering • Procedures for the completion of consignment documentation • Problems that may occur when organizing the export of cargo and appropriate action that can be taken • Contacts and sources of information/documentation needed when organizing the export of cargo • Customer service policies and procedures
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when organizing the export of cargo • Read and interpret instructions, procedures, information, labels and other documents relevant to the organization of the export of cargo • Complete documentation related to the organization of the export of cargo • Work collaboratively with others when organizing the export of cargo • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems that may arise when organizing the export of cargo in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unplanned events that may arise when organizing the export of cargo • 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 cargo and systems in accordance with standard operating procedures • Select and use relevant communications equipment when organizing the export of cargo
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.

Occupational Standard: Freight Forwarding Operations Management Level V	
Unit Title	Manage International Freight Transfer
Unit Code	EIS FFS4 14 1212
Unit Descriptor	This unit involves the skills and knowledge required to plan and manages international freight transfer in accordance with relevant regulatory requirements and workplace procedures, including the IDG codes. This includes analyzing freight transfer requirements, planning and establishing processes for international freight transfer, monitoring and coordinating systems and processes for international freight transfer, and completing all required documentation.

Elements	Performance Criteria
1 Analyze freight transfer requirements	<p>1.1 Ethiopian and international codes and regulations and workplace policies for international freight transfer are identified.</p> <p>1.2 Information on current and potential customers and their international freight requirements are obtained and analyzed in accordance with workplace procedures.</p> <p>1.3 Special characteristics and customer requirements for the types of freight to be transferred are identified, interpreted and considered in accordance with workplace procedures.</p> <p>1.4 Appropriate options for international freight transfer are evaluated in terms of identified special requirements, customer needs and relevant regulatory requirements including Ethiopian and international codes for the transfer of dangerous goods and hazardous materials.</p> <p>1.5 Selected options for freight transfer arrangements are documented in accordance with workplace policy and related regulations.</p>
2 Plan systems and processes for international freight transfer	<p>2.1 Workplace policies and mission statement are interpreted to define the process requirements for international freight transfer.</p> <p>2.2 Appropriate systems are evaluated and established/coordinated to facilitate the organization of international freight transfer including suitable risk analysis.</p> <p>2.3 Human resources needed to organize international freight transfer are identified and documented.</p>

	<p>2.4 Action is initiated to ensure staff are assigned, recruited and/or trained in accordance with identified human resource requirements.</p> <p>2.5 Office, computer and communications equipment is identified and action initiated for appropriate assignment or procurements.</p> <p>2.6 Quality standards and procedures for proposed international freight transfer processes are documented/updated in accordance with workplace procedures.</p>
3 Monitor and coordinate systems and processes for international freight transfer	<p>3.1 International freight forwarding operations are monitored against identified quality standards and compliance with Ethiopian and international regulatory requirements.</p> <p>3.2 Non-compliance with quality standards or regulatory requirements is identified and appropriate action is initiated to report and rectify any identified problems.</p> <p>3.3 Customer satisfaction with international freight transfer services is monitored using appropriate methods</p> <p>3.4 Customer concerns and suggestions for service improvements are acted upon in accordance with workplace procedures.</p> <p>3.5 Reports and other required documentation related to international freight transfer operations are completed and referred to relevant personnel in accordance with workplace procedures.</p> <p>3.6 Any changes in Ethiopian and international regulations and codes of practice relevant to international freight transfer are monitored, identified and appropriate action is initiated to ensure ongoing compliance of workplace processes and systems.</p>

Variable	Range
Customers	may be internal or external
Operations may be conducted:	<ul style="list-style-type: none"> by day or night
Information/documentation needed to organize the international transport of freight may include:	<ul style="list-style-type: none"> type, capacity and compatibility of cargo agreed delivery times and routing schedules pick-up and drop-off points specified carrier/mode of transport agreed cost structure Ethiopian and international codes of practice and regulations relevant to the international transfer of freight

	<ul style="list-style-type: none"> • Ethiopian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the IDG Code • workplace operating procedures and policies • operations manuals, job specifications and procedures and induction documentation • Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options • supplier and/or client instructions • Ethiopian and International standards, criteria and certification requirements • communications technology equipment and oral, aural or signed communications • quality assurance standards and procedures • emergency procedures • relevant competency standards and training materials • QA plans, data and document control • conditions of service, legislation and industrial agreements including workplace agreements and awards <p>Communications systems may involve:</p> <ul style="list-style-type: none"> • telephone • fax • email • electronic data transfer of information • mail
The workplace environment may involve:	<ul style="list-style-type: none"> • twenty-four hour operation • single and multi-site location • large, medium and small workplaces
Work systems may include:	<ul style="list-style-type: none"> • freight forwarding protocols and procedures • communications equipment • workplace operations • authorities and permits • hours of operation • relevant regulations
Forms of transport may include:	<ul style="list-style-type: none"> • road • rail • sea • air • local courier
Consultative processes may involve:	<ul style="list-style-type: none"> • employees, supervisors and managers • international and domestic agents, suppliers and current or potential clients

	<ul style="list-style-type: none"> • relevant authorities, government departments and institutions • representatives of other enterprises and organizations related to the international transfer of freight • industrial relations and OHS specialists • other professional or technical staff
Depending on the type of organization concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Applicable procedures and codes may include:	<ul style="list-style-type: none"> • regulations and codes of practice for the international transfer of freight • Ethiopian and international regulations and codes of practice for the handling and transfer 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 Maritime Dangerous Goods Code ➢ IATA Dangerous Goods by Air regulations ➢ Ethiopian and International Explosives Codes • relevant regulations for the import and export of cargo • Ethiopian and international standards and certification requirements • relevant state/territory OHS legislation • relevant state/territory environmental protection legislation

Evidence Guide	
Critical aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to:</p> <ul style="list-style-type: none"> • Analyze freight transfer requirements • Plan systems and processes for international freight transfer • Monitor and coordinate systems and processes for international freight transfer
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant Ethiopian and international regulations, codes of practice and legislative requirements including local and international freight regulations • Relevant OHS and environmental procedures and regulations • Procedures for the identification and interpretation of requirements of current and potential clients

	<ul style="list-style-type: none"> • Procedures for the identification and evaluation of information needed to manage the international transfer of freight • Procedures for reviewing options for international freight transfer systems • Procedures for liaising with relevant Ethiopian and international contacts using appropriate technology • Procedures for establishing and monitoring suitable international freight transfer operations • Focus of operation of work systems, resources, management and workplace operating systems • Contacts and sources of information/documentation needed when managing systems for the international transfer of freight • Quality and customer service policies and procedures • Relevant permit and license requirements • Application of relevant Ethiopian standards and associated certification requirements • Operational requirements for the safe transfer and storage of dangerous goods and hazardous materials • Relevant workplace documentation procedures applicable to the international transfer of freight
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when managing international freight transfer operations • Read and interpret instructions, procedures, information and labels relevant to the management of international freight transfer operations • Complete documentation related to the management of international freight transfer operations • Maintain workplace records and documentation when managing international freight transfer operations • Provide leadership to others when managing international freight transfer operations • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures • Plan and organize systems and activities when managing international freight transfer operations • Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities • Monitor work activities in terms of planned schedule

	<ul style="list-style-type: none"> • 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 freight and systems in accordance with standard operating procedures • Select and apply appropriate technology, information systems and procedures when managing international freight transfer operations
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: Freight Forwarding Operations Supervision Level IV	
Unit Title	Plan and Organize Work
Unit Code	EIS FFS4 15 1212
Unit Descriptor	This unit covers the knowledge, skills and attitude required in planning and organizing work activities in a production application. It may be applied to a small independent operation or to a section of a large organization.

Elements	Performance Criteria
1. Set objectives	<p>1.1 Objectives are planned consistent with and linked to work activities in accordance with organizational aims.</p> <p>1.2 Objectives are stated as measurable targets with clear time frames.</p> <p>1.3 Support and commitment of team members are reflected in the objectives.</p> <p>1.4 Realistic and attainable objectives are identified.</p>
2. Plan and schedule work activities	<p>2.1 Tasks/work activities to be completed are identified and prioritized as directed.</p> <p>2.2 Tasks/work activities are broken down into steps in accordance with set time frames and achievable components.</p> <p>2.3 Task/work activities are assigned to appropriate team or individuals in accordance with agreed functions.</p> <p>2.4 Resources are allocated as per requirements of the activity.</p> <p>2.5 Schedule of work activities is coordinated with personnel concerned.</p>
3. Implement work plans	<p>3.1 Work methods and practices are identified in consultation with personnel concerned.</p> <p>3.2 Work plans are implemented in accordance with set time frames, resources and standards.</p>
4. Monitor work activities	<p>4.1 Work activities are monitored and compared with set objectives.</p> <p>4.2 Work performance is monitored.</p> <p>4.3 Deviations from work activities are reported and recommendations are coordinated with appropriate personnel and in accordance with set standards.</p> <p>4.4 Reporting requirements are complied with in accordance with recommended format.</p>

	<p>4.5 Timeliness of report is observed.</p> <p>4.6 Files are established and maintained in accordance with standard operating procedures.</p>
5. Review and evaluate work plans and activities	<p>5.1 Work plans, strategies and implementation are reviewed based on accurate, relevant and current information.</p> <p>5.2 Review is done based on comprehensive consultation with appropriate personnel on outcomes of work plans and reliable feedback.</p> <p>5.3 Results of review are provided to concerned parties and formed as the basis for adjustments/simplifications to be made to policies, processes and activities.</p> <p>5.4 Performance appraisal is conducted in accordance with organization rules and regulations.</p> <p>5.5 Performance appraisal report is prepared and documented regularly as per organization requirements.</p> <p>5.6 Recommendations are prepared and presented to appropriate personnel/authorities.</p> <p>5.7 Feedback mechanisms are implemented in line with organization policies.</p>

Variable	Range
Objectives	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Specific • General
Resources	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Personnel • Equipment and technology • Services • Supplies and materials • Sources for accessing specialist advice • Budget
Schedule of work activities	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Daily • Work-based • Contractual • Regular
Work methods and practices	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Legislated regulations and codes of practice • Industry regulations and codes of practice • Occupational health and safety practices

Work plans	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Daily work plans • Project plans • Program plans • Resource plans • Skills development plans • Management strategies and objectives
Standards	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Performance targets • Performance management and evaluation systems • Occupational standards • Employment contracts • Client contracts • Discipline procedures • Workplace assessment guidelines • Internal quality assurance • Internal and external accountability and auditing requirements • Training Regulation Standards • Safety Standards
Appropriate personnel/ authorities	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Appropriate personnel include: • Management and Line Staff
Feedback mechanisms	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Verbal feedback • Informal feedback • Formal feedback • Questionnaire • Survey and Group discussion

Evidence Guide	
Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • set objectives • plan and schedule work activities • implement work plans • monitor work activities • review and evaluate work plans and activities
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • organization's strategic plan, policies rules and regulations, laws and objectives for work unit activities and priorities • organizations policies, strategic plans, guidelines related to the role of the work unit • team work and consultation strategies

Underpinning Skills	<p>Demonstrates skill to:</p> <ul style="list-style-type: none"> • plan • lead • organize • coordinate • communicate • inter-and intra-person/motivation skills • present
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: Freight Forwarding Operations Supervision Level IV	
Unit Title	Migrate to New Technology
Unit Code	EIS FFS4 16 1212
Unit Descriptor	This unit defines the competence required to apply skills and knowledge in using new or upgraded technology. The rationale behind this unit emphasizes the importance of constantly reviewing work processes, skills and techniques in order to ensure that the quality of the entire business process is maintained at the highest level possible through the appropriate application of new technology. To this end, the person is typically engaged in on-going review and research in order to discover and apply new technology or techniques to improve aspects of the organization's activities.

Elements	Performance Criteria
1. Apply existing knowledge and techniques to technology and transfer	<p>1.1 Situations are identified where existing knowledge can be used as the basis for developing new skills.</p> <p>1.2 New or upgraded technology skills are acquired and used to enhance learning.</p> <p>1.3 New or upgraded equipment are identified, classified and used where appropriate, for the benefit of the organization.</p>
2. Apply functions of technology to assist in solving organizational problems	<p>2.1 Testing of new or upgraded equipment is conducted according to the specification manual.</p> <p>2.2 Features of new or upgraded equipment are applied within the organization</p> <p>2.3 Features and functions of new or upgraded equipment are used for solving organizational problems</p> <p>2.4 Sources of information relating to new or upgraded equipment are accessed and used</p>
3. Evaluate new or upgraded technology performance	<p>3.1 New or upgraded equipment is evaluated for performance, usability and against OHS standards.</p> <p>3.2 Environmental considerations are determined from new or upgraded equipment.</p> <p>3.3 Feedback is sought from users where appropriate.</p>

Variables	Range
Environmental Considerations	May include but is not limited to: <ul style="list-style-type: none"> • recycling, safe disposal of packaging (e.g. cardboard, polystyrene, paper, plastic) and correct disposal of waste materials by an authorized body
Feedback	May include but is not limited to: <ul style="list-style-type: none"> • surveys, • questionnaires, • interviews and meetings.

Evidence Guide	
Critical Aspects of Competence	Competence must confirm the ability to transfer the application of existing skills and knowledge to new technology
Underpinning Knowledge and Attitudes	Demonstrate knowledge of: <ul style="list-style-type: none"> • Broad awareness of current technology trends and directions in the industry (e.g. systems/procedures, services, new developments, new protocols) • Knowledge of vendor product directions • Ability to locate appropriate sources of information regarding metal manufacturing and new technologies • Current industry products/services, procedures and techniques with knowledge of general features • Information gathering techniques
Underpinning Skills	Demonstrate skills of: <ul style="list-style-type: none"> • Research skills for identifying broad features of new technologies • Ability to assist in the decision making process • Literacy skills in regard to interpretation of technical manuals • Ability to solve known problems in a variety of situations and locations • Evaluate and apply new technology to assist in solving organizational problems • General analytical skills in relation to known problems
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: Freight Forwarding Operations Supervision Level IV	
Unit Title	Establish Quality Standards
Unit Code	EIS FFS4 17 1212
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to establish quality specifications for work outcomes and work performance. It includes monitoring and participation in maintaining and improving quality, identifying critical control points in the production of quality output and assisting in planning and implementing of quality assurance procedures.

Elements	Performance Criteria
1. Establish quality specifications for product	<p>1.1 Market specifications are sourced and legislated requirements identified.</p> <p>1.2 Quality specifications are developed and agreed upon</p> <p>1.3 Quality specifications are documented and introduced to organization staff / personnel in accordance with the organization policy</p> <p>1.4 Quality specifications are updated when necessary</p>
2. Identify hazards and critical control points	<p>2.1. Critical control points impacting on quality are identified.</p> <p>2.2. Degree of risk for each hazard is determined.</p> <p>2.3. Necessary documentation is accomplished in accordance with organization quality procedures</p>
3. Assist in planning of quality assurance procedures	<p>3.1 Procedures for each identified control point are developed to ensure optimum quality.</p> <p>3.2 Hazards and risks are minimized through application of appropriate controls.</p> <p>3.3 Processes are developed to monitor the effectiveness of quality assurance procedures.</p>
4. Implement quality assurance procedures	<p>4.1 Responsibilities for carrying out procedures are allocated to staff and contractors.</p> <p>4.2 Instructions are prepared in accordance with the enterprise's quality assurance program.</p> <p>4.3 Staff and contractors are given induction training on the quality assurance policy.</p> <p>4.4 Staff and contractors are given in-service training relevant to their allocated safety procedures.</p>

5. Monitor quality of work outcome	<p>5.1 Quality requirements are identified.</p> <p>5.2 Inputs are inspected to confirm capability to meet quality requirements.</p> <p>5.3 Work is conducted to produce required outcomes.</p> <p>5.4 Work processes are monitored to confirm quality of output and/or service.</p> <p>5.5 Processes are adjusted to maintain outputs within specification.</p>
6. Participate in maintaining and improving quality at work	<p>6.1 Work area, materials, processes and product are routinely monitored to ensure compliance with quality requirements.</p> <p>6.2 Non-conformance in inputs, process, product and/or service is identified and reported according to workplace reporting requirements.</p> <p>6.3 Corrective action is taken within level of responsibility, to maintain quality standards.</p> <p>6.4 Quality issues are raised with designated personnel.</p>
7. Report problems that affect quality	<p>7.1 Potential or existing quality problems are recognized.</p> <p>7.2 Instances of variation in quality are identified from specifications or work instructions.</p> <p>7.3 Variation and potential problems are reported to supervisor/manager according to enterprise guidelines.</p>

Variable	Range
Sourced	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> • End-users • Customers or stakeholders
Legislated requirements	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> • Verification of product quality as part of consumer legislation or specific legislation related to product content or composition.
Safety procedures.	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> • Use of tools and equipment for fabrication/production/manufacturing works • Workplace environment and handling of material safety, • Following occupational health and safety procedures designated for the task • Respect the policies, regulations, legislations, rule and procedures for manufacturing/production/fabrication works

Evidence Guide	
Critical Aspect of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • Monitor quality of work • Establish quality specifications for product • Participate in maintaining and improving quality at work • Identify hazards and critical control points in the production of quality product • Assist in planning of quality assurance procedures • Report problems that affect quality • Implement quality assurance procedures
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • work and product quality specifications • quality policies and procedures • improving quality at work • hazards and critical points of operation • obtaining and using information • applying federal and regional legislation within day-today work activities • accessing and using management systems to keep and maintain accurate records • requirements for correct preparation and operation • technical writing
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • monitor quality of work • establish quality specifications for product • participate in maintaining and improving quality at work • identify hazards and critical control points in the production of quality product • assist in planning of quality assurance procedures • report problems that affect quality • implement quality assurance procedures
Resources Implication	<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: Freight Forwarding Operations Supervision Level IV	
Unit Title	Develop Individuals and Team
Unit Code	EIS FFS4 18 1212
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to determine individual and team development needs and facilitate the development of the workgroup.

Elements	Performance Criteria
1. Provide team leadership	<p>1.1 Learning and development needs are systematically identified and implemented in line with organizational requirements.</p> <p>1.2 Learning plan to meet individual and group training and developmental needs is collaboratively developed and implemented.</p> <p>1.3 Individuals are encouraged to self-evaluate performance and identify areas for improvement.</p> <p>1.4 Feedback on performance of team members is collected from relevant sources and compared with established team learning process.</p>
2. Foster individual and organizational growth	<p>2.1 Learning and development program goals and objectives are identified to match the specific knowledge and skills requirements of competence standards.</p> <p>2.2 Learning delivery methods are made appropriate to the learning goals, the learning style of participants and availability of equipment and resources.</p> <p>2.3 Workplace learning opportunities and coaching/ mentoring assistance are provided to facilitate individual and team achievement of competencies.</p> <p>2.4 Resources and timelines required for learning activities are identified and approved in accordance with organizational requirements.</p>
3. Monitor and evaluate workplace learning	<p>3.1 Feedback from individuals or teams is used to identify and implement improvements in future learning arrangements.</p> <p>3.2 Outcomes and performance of individuals/teams are assessed and recorded to determine the effectiveness of development programs and the extent of additional support.</p> <p>3.3 Modifications to learning plans are negotiated to improve the efficiency and effectiveness of learning.</p>

	3.4 Records and reports of competence are maintained within organizational requirement.
4. Develop team commitment and cooperation	<p>4.1 Open communication processes to obtain and share information is used by team.</p> <p>4.2 Decisions are reached by the team in accordance with its agreed roles and responsibilities.</p> <p>4.3 Mutual concern and camaraderie are developed in the team.</p>
5. Facilitate accomplishment of organizational goals	<p>5.1 Team members are actively participated in team activities and communication processes.</p> <p>5.2 Individual and joint responsibility is developed by teams' members for their actions.</p> <p>5.3 Collaborative efforts are sustained to attain organizational goals.</p>

Variable	Range
Learning and development needs	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> • Coaching, monitoring and/or supervision • Formal/informal learning program • Internal/external training provision • Work experience/exchange/opportunities • Personal study • Career planning/development • Performance evaluation • Workplace skills assessment and • Recognition of prior learning
Organizational requirements	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> • Quality assurance and/or procedures manuals • Goals, objectives, plans, systems and processes • Legal and organizational policy/guidelines and requirements • Safety policies, procedures and programs • Confidentiality and security requirements • Business and performance plans • Ethical standards • Quality and continuous improvement processes and standards
Feedback on performance	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> • Formal/informal performance evaluation • Obtaining feedback from supervisors and colleagues • Obtaining feedback from clients • Personal and reflective behavior strategies

	<ul style="list-style-type: none"> • Routine and organizational methods for monitoring service delivery
Learning delivery methods	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> • On the job coaching or monitoring • Problem solving • Presentation/demonstration • Formal course participation • Work experience and involvement in professional networks • Conference and seminar attendance

Evidence Guide	
Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • identify and implement learning opportunities for others • give and receive feedback constructively • facilitate participation of individuals in the work of the team • negotiate plans to improve the effectiveness of learning • prepare learning plans to match skill needs • access and designate learning opportunities
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • coaching and monitoring principles • how to work effectively with team members who have diverse work styles, aspirations, cultures and perspective • how to facilitate team development and improvement • methods and techniques to obtain and interpreting feedback • methods for identifying and prioritizing personal development opportunities and options • career paths and competence standards in the industry
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • read and understand a variety of texts, preparing general information and documents according to target audience; spell with accuracy; use grammar and punctuation effective relationships and conflict management • communicate including receiving feedback and reporting, maintaining effective relationships and conflict management • plan and organize required resources and equipment to meet learning needs • coach and mentor skills to provide support to colleagues • report to organize information; assess information for relevance and accuracy; identify and elaborate on learning outcomes • facilitate and conduct small group training sessions • relate to people from a range of social, cultural, physical and mental 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: Freight Forwarding Operations Supervision Level IV	
Unit Title	Utilize Specialized Communication Skills
Unit Code	EIS FFS4 19 1212
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to use specialized communication skills to meet specific needs of internal and external clients, conduct interviews, facilitate group discussions, and contribute to the development of communication strategies.

Elements	Performance Criteria
1. Meet common and specific communication needs of clients and colleagues	1.1 Specific communication needs of clients and colleagues are identified and met. 1.2 Different approaches are used to meet communication needs of clients and colleagues. 1.3 Conflict is addressed promptly and in a timely way and in a manner which does not compromise the standing of the organization.
2. Contribute to the development of communication strategies	2.1 Strategies for internal and external dissemination of information are developed, promoted, implemented and reviewed as required. 2.2 Channels of communication are established and reviewed regularly. 2.3 Coaching in effective communication is provided. 2.4 Work related network and relationship are maintained as necessary. 2.5 Negotiation and conflict resolution strategies are used where required. 2.6 Communication with clients and colleagues is appropriate to individual needs and organizational objectives.
3. Represent the organization	3.1 When participating in internal or external fora, presentation is relevant, appropriately researched and presented in a manner to promote the organization. 3.2 Presentation is made clear and sequential and delivered within a predetermined time. 3.3 Appropriate media is utilized to enhance presentation. 3.4 Differences in views are respected. 3.5 Written communication is made consistent with organizational standards.

	3.6 Inquiries are responded in a manner consistent with organizational standard.
4. Facilitate group discussion	<p>4.1 Mechanisms which enhance effective group interaction are defined and implemented.</p> <p>4.2 Strategies which encourage all group members to participate are used routinely.</p> <p>4.3 Objectives and agenda are routinely set and followed for meetings and discussions.</p> <p>4.4 Relevant information is provided to group to facilitate outcomes.</p> <p>4.5 Evaluation of group communication strategies is undertaken to promote participation of all parties.</p> <p>4.6 Specific communication needs of individuals are identified and addressed.</p>
5. Conduct interview	<p>5.1 A range of appropriate communication strategies are employed in interview situations.</p> <p>5.2 Different types of interview are conducted in accordance with the organizational procedures.</p> <p>5.3 Records of interviews are made and maintained in accordance with organizational procedures.</p> <p>5.4 Effective questioning, listening and nonverbal communication techniques are used to ensure that required message is communicated.</p>

Variable	Range
Strategies	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> • Recognizing own limitations • Utilizing techniques and aids • Providing written drafts • Verbal and non verbal communication
Effective group interaction	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> • Identifying and evaluating what is occurring within an interaction in a non-judgmental way • Using active listening • Making decision about appropriate words, behavior • Putting together response which is culturally appropriate • Expressing an individual perspective • Expressing own philosophy, ideology and background and exploring impact with relevance to communication
Interview situations	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> • Establish rapport

	<ul style="list-style-type: none"> • obtain facts and information • Facilitate resolution of issues • Develop action plans • Diffuse potentially difficult situation
Types of Interview	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> • Related to staff issues • Routine • Confidential • Evidential • Non-disclosure • Disclosure

Evidence Guide	
Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • Demonstrate effective communication skills with clients and work colleagues accessing service • Adopt relevant communication techniques and strategies to meet client particular needs and difficulties
Underpinning Knowledge and Values	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • communication process • dynamics of groups and different styles of group leadership • communication skills relevant to client groups
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • full range of communication techniques including: <ul style="list-style-type: none"> ➢ active listening ➢ feedback ➢ interpretation ➢ role boundaries setting ➢ negotiation ➢ establishing empathy ➢ communication strategies • communicate to fulfill job roles as specified by the organization
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: Freight Forwarding Operations Supervision Level IV	
Unit Title	Manage and Maintain Small/Medium Business Operations
Unit Code	EIS FFS4 20 1212
Unit Descriptor	This unit covers the operation of day-to-day business activities in a micro or small business. The strategies involve developing, monitoring and managing work activities and financial information, developing effective work habits, and adjusting work schedules as needed.

Elements	Performance Criteria
1. Identify daily work requirements	<p>1.1 Work requirements are identified for a given time period by taking into consideration resources and constraints.</p> <p>1.2 Work activities are prioritized based on business needs, requirements and deadlines.</p> <p>1.3 If appropriate, work is allocated to relevant staff or contractors to optimize efficiency.</p>
2. Monitor and manage work	<p>2.1 People, resources and/or equipment are coordinated to provide optimum results.</p> <p>2.2 Staff, clients and/or contractors are communicated within a clear and regular manner, to monitor work in relation to business goals or timelines.</p> <p>2.3 Problem solving techniques are applied to work situations to overcome difficulties and achieve positive outcomes.</p>
3. Develop effective work habits	<p>3.1 Work and personal priorities are identified and a balance is achieved between competing priorities using appropriate time management strategies.</p> <p>3.2 Input from internal and external sources is sought and used to develop and refine new ideas and approaches.</p> <p>3.3 Business or inquiries is/are responded to promptly and effectively.</p> <p>3.4 Information is presented in a format appropriate to the industry and audience.</p>
4. Interpret financial information	<p>4.1 Relevant documents and reports are identified.</p> <p>4.2 Documents and reports are read and understood and any implications discussed with appropriate persons.</p> <p>4.3 Data and numerical calculations are analyzed, checked, evaluated, organized and reconciled.</p>

	<p>4.4 Daily financial records and cash flow are maintained correctly and in accordance with legal and accounting requirements.</p> <p>4.5 Invoices and payments are prepared and distributed in a timely manner and in accordance with legal requirements.</p> <p>4.6 Outstanding accounts are collected or followed-up on.</p>
5. Evaluate work performance	<p>5.1 Opportunities for improvements are monitored according to business demands.</p> <p>5.2 Work schedules are adjusted to incorporate necessary modifications to existing work and routines or changing needs and requirements.</p> <p>5.3 Proposed changes are clearly communicated and recorded to aid in future planning and evaluation.</p> <p>5.4 Relevant codes of practice are used to guide an ethical approach to workplace practices and decisions.</p>

Variable	Range
Resources	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> • staff • money • time • equipment and space
Business goals	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> • sales targets • budgetary targets • team and individual goals • production targets • reporting deadlines
Problem solving techniques	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> • gaining additional research and information to make better informed decisions • looking for patterns • considering related problems or those from the past and how they were handled • eliminating possibilities • identifying and attempting sub-tasks • collaborating and asking for advice or help from additional sources
Time management strategies	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> • prioritizing and anticipating • short term and long term planning and scheduling

	<ul style="list-style-type: none"> • creating a positive and organized work environment • clear timelines and goal setting that is regularly reviewed and adjusted as necessary • breaking large tasks into smaller tasks • getting additional support if identified and necessary
Internal and external sources	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> • staff and colleagues • management, supervisors, advisors or head office • relevant professionals such as lawyers, accountants, management consultants • professional associations

Evidence Guide	
Critical Aspects of Competence	<p>A person must be able to demonstrate:</p> <ul style="list-style-type: none"> • ability to identify daily work requirements and allocate work appropriately • ability to interpret financial documents in accordance with legal requirements
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Federal and Local Government legislative requirements affecting business operations, especially in regard to Occupational Health and Safety (OHS), equal employment opportunity, industrial relations and anti-discrimination • technical or specialist skills relevant to the business operation • relevant industry code of practice • planning techniques to establish realistic timelines and priorities • identification of relevant performance measures • quality assurance principles and methods • relevant marketing, management, sales and financial concepts • methods for monitoring performance and implementing improvements • structured approaches to problem solving, idea management and time management
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • interpret legal requirements, company policies and procedures and immediate, day-to-day demands • communicate using questioning, clarifying, reporting, and giving and receiving constructive feedback • numeracy skills for performance information, setting targets and interpreting financial documents and reports • technical and analytical skills to interpret business document, reports and financial statements and projections

	<ul style="list-style-type: none"> • relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities • solve problem and develop contingency plans • using computers and software packages to record and manage data and to produce reports • evaluate using assessment work and outcomes • observe for identifying appropriate people, resources and to monitor work
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: Freight Forwarding Operations Supervision Level IV	
Unit Title	Apply Problem Solving Techniques and Tools
Unit Code	EIS FFS4 21 1212
Unit Descriptor	This unit of competency covers the knowledge, skills and attitude required to apply scientific problem solving techniques and tools to enhance quality, productivity and other kaizen elements on continual basis.

Elements	Performance criteria
1. Identify and select theme/problem.	<p>1.1 Safety requirements are followed in accordance with safety plans and procedures.</p> <p>1.2 All possible problems related to the process /Kaizen elements are listed using statistical tools and techniques.</p> <p>1.3 All possible problems related to kaizen elements are identified and listed on Visual Management Board/Kaizen Board.</p> <p>1.4 Problems are classified based on obviousness of cause and action.</p> <p>1.5 Critical factors like the number of customers affected, Potentials for bottlenecks, and number of complaints etc... is selected.</p> <p>1.6 Problems related to priorities of Kaizen Elements are given due emphasis and selected.</p>
2. Grasp current status and set goal.	<p>2.1 The extent of the problem is defined.</p> <p>2.2 Appropriate and achievable goal is set.</p>
3. Establish activity plan.	<p>3.1 The problem is confirmed.</p> <p>3.2 High priority problem is selected.</p> <p>3.3 The extent of the problem is defined.</p> <p>3.4 Activity plan is established as per 5W1H.</p>
4. Analyze causes of a problem.	<p>4.1 All possible causes of a problem are listed.</p> <p>4.2 Cause relationships are analyzed using 4M1E.</p> <p>4.3 Causes of the problems are identified.</p> <p>4.4 Root causes are selected.</p>

	<p>4.5 The root cause which is most directly related to the problem is selected.</p> <p>4.6 All possible ways are listed using creative idea generation to eliminate the most critical root cause.</p> <p>4.7 The suggested solutions are carefully tested and evaluated for potential complications.</p> <p>4.8 Detailed summaries of the action plan are prepared to implement the suggested solution.</p>
5. Examine countermeasures and their implementation.	<p>5.1 Action plan is implemented by medium KPT members.</p> <p>5.2 Implementation is monitored according to the agreed procedure and activities are checked with preset plan.</p>
6. Assess effectiveness of the solution.	<p>6.1 Tangible and intangible results are identified.</p> <p>6.2 The results are verified over time.</p> <p>6.3 Tangible results are compared with targets using various types of diagram.</p>
7. Standardize and sustain operation.	<p>7.1 If the goal is achieved, the new procedures are standardized and made part of daily activities.</p> <p>7.2 All employees are trained on the new Standard Operating Procedures (SOPs).</p> <p>7.3 SOP is verified and followed by all employees.</p> <p>7.4 The next problem is selected to be tackled by the team.</p>

Variables	Range
Safety requirements	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • OHS requirements include legislation, material safety, managements system, hazardous substances and dangerous goods code and local safe operating procedures • Work is carried out in accordance with legislative obligations, environmental legislations, relevant health regulation, manual handling procedure and organization insurance requirements
Statistical tools and techniques	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • 7 QC tools may include: <ul style="list-style-type: none"> ➢ Stratification ➢ Pareto Diagram ➢ Cause and Effect Diagram ➢ Check Sheet ➢ Control Chart/Graph

	<ul style="list-style-type: none"> ➤ Histogram ➤ Scatter Diagram • QC techniques may include: <ul style="list-style-type: none"> ➤ Brain storming ➤ Why analysis ➤ What if analysis ➤ 5W1H 		
Kaizen Elements	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • Quality • Cost • Productivity • Delivery • Safety • Moral • Environment • Gender equality 		
5W1H	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • Who: person in charge • Why: objective • What: item to be implemented • Where: location • When: time frame • How: method 		
4M1E	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • Man • Machine • Method • Material and • Environment 		
Creative idea generation	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • Brainstorming • Exploring and examining ideas in varied ways • Elaborating and extrapolating • Conceptualizing 		
Medium KPT	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • 5S • 4M (machine, method, material and man) • 4P (Policy, procedures, People and Plant) • PDCA cycle • Basics of IE tools and techniques 		
Tangible and intangible results	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • Tangible result may include: <ul style="list-style-type: none"> ➤ Quantifiable data 		
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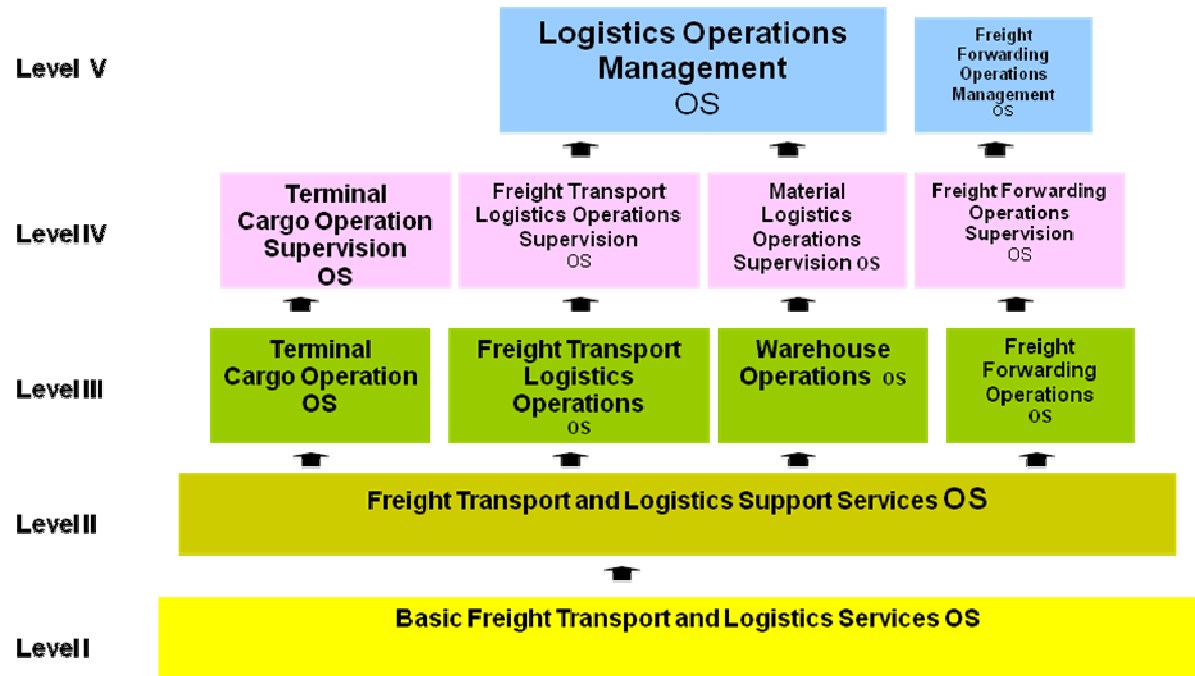
	<ul style="list-style-type: none"> Intangible result may include: <ul style="list-style-type: none"> ➤ Qualitative data
Various types of diagram	<p>may include but not limited to:</p> <ul style="list-style-type: none"> Line graph Bar graph Pie-chart Scatter diagram Affinity diagram
Standard Operating Procedures (SOPs)	<p>may include but not limited to:</p> <ul style="list-style-type: none"> The customer demand The most efficient work routine (steps) The cycle times required to complete work elements All process quality checks required to minimize defects/errors The exact amount of work in process required

Evidence Guide			
Critical Aspects of Assessment	<p>Demonstrates skills and knowledge competencies to:</p> <ul style="list-style-type: none"> Apply all relevant procedures and regulatory requirements to ensure quality and productivity of an organization. Detect non-conforming products/services in the work area Apply effective problem solving approaches/strategies. Implement and monitor improved practices and procedures Apply statistical quality control tools and techniques. 		
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> QC story/PDCA cycle/ QC story/ Problem solving steps QCC techniques 7 QC tools Basic IE tools and techniques. SOP Quality requirements associated with the individual's job function and/or work area Workplace procedures associated with the candidate's regular technical duties Relevant health, safety and environment requirements organizational structure of the enterprise Lines of communication Methods of making/recommending improvements. Reporting procedures 		
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> Apply problem solving techniques and tools Apply statistical analysis tools 		
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	<ul style="list-style-type: none"> • Apply Visual Management Board/Kaizen Board. • Detect non-conforming products or services in the work area • Document and report information about quality, productivity and other kaizen elements. • Contribute effectively within a team to recognize and recommend improvements in quality, productivity and other kaizen elements. • Implement and monitor improved practices and procedures. • Organize and prioritize activities and items. • Read and interpret documents describing procedures • Record activities and results against templates and other prescribed formats.
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.



TRANSPORT AND LOGISTICS



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This occupational standard was developed in September 2013 at Bishoftu, Ethiopian Management Institute.

COMMENT TEMPLATE

The Federal TVET Agency values your feedback of the document.
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