



Federal Democratic Republic of Ethiopia

OCCUPATIONAL STANDARD

FREIGHT TRANSPORT LOGISTICS OPERATIONS

NTQF Level III



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

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

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

- Occupational title and NTQF level
- Unit title
- Unit code
- Unit descriptor
- 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 Transport Logistics Operations		
Occupational Code: EIS FTL		
NTQF Level III		
<p>EIS FTL3 01 0913 Maintain Container/Cargo Records</p>	<p>EIS FTL3 02 0913 Process Receipt and Delivery of Containers and Cargo</p>	<p>EIS FTL3 03 0913 Transfer Cargo</p>
<p>EIS FTL3 04 0913 Estimate/Calculate Mass, Area and Quantify Dimensions</p>	<p>EIS FTL3 05 0913 Prepare Workplace Documents</p>	<p>EIS FTL3 06 0913 Maintain Freight Records</p>
<p>EIS FTL3 07 0913 Coordinate Breakdowns and Emergencies</p>	<p>EIS FTL3 08 0913 Deliver and Monitor a Service to Customers</p>	<p>EIS FTL3 09 0913 Organize Receivable/Dispatch Operations</p>
<p>EIS FTL3 10 0913 Organize Freight Invoicing and Payment</p>	<p>EIS FTL3 11 0913 Identify and Label Explosives and Dangerous Goods</p>	<p>EIS FTL3 12 0913 Organize Transport of Freight or Goods</p>
<p>EIS FTL3 13 0913 Undertake Rigger/Dogger and Driver Communication</p>	<p>EIS FTL3 14 0913 Maintain Transport Business Image</p>	<p>EIS FTL3 15 0913 Organize Personal Work Priorities and Development</p>
<p>EIS FTL3 16 0913 Plan transport Load</p>	<p>EIS FTL3 17 0913 Use Info technology Devices in the Workplace</p>	<p>EIS FTL3 18 0913 Monitor Implementation of Work plan/Activities</p>
<p>EIS FTL3 19 0913 Apply Quality Control</p>	<p>EIS FTL3 20 0913 Lead Workplace Communication</p>	<p>EIS FTL3 21 0913 Lead Small Teams</p>

[EIS FTL3 22 0913](#)

Improve Business
Practice

[EIS FTL3 23 0913](#)

Prevent and Eliminate
MUDA

Occupational Standard: Freight Transport Logistics Operations Level III	
Unit Title	Maintain Container/Cargo Records
Unit Code	EIS FTL3 01 0913
Unit Descriptor	This unit involves the skills and knowledge required to maintain container/cargo records in accordance with workplace requirements, including processing container and/or cargo documentation; maintaining records of container/cargo movements; monitoring container/cargo, including reefer units, and maintaining records.

Elements	Performance Criteria
1 Process container/cargo documentation	<p>1.1 Container/cargo documentation is processed in accordance with workplace procedures and statutory authority requirements.</p> <p>1.2 Movements of containers/cargo are recorded in accordance with workplace procedures and statutory authority requirements.</p>
2 Maintain records of container/cargo movements	<p>2.1 Container/cargo records are updated each time containers/cargo is moved within the yard.</p> <p>2.2 Containers/cargo is checked using markings to ensure correct identification when updating records.</p>
3 Monitor container/cargo and maintain records	<p>3.1 Containers/cargo is monitored on a daily basis and the specified information recorded.</p> <p>3.2 Problems with controlled systems on containers/cargo are reported on the appropriate forms and forwarded to the maintenance area.</p> <p>3.3 Log cards on containers/cargo with controlled systems are checked on completion of monitoring and all unit or system breakdowns and/or faults are logged in the breakdown log diary in accordance with workplace procedures.</p> <p>3.4 Movement of containers/cargo is monitored on a daily basis and the information recorded.</p>

Variable	Range
Containers/cargo	may include: <ul style="list-style-type: none"> goods with specialist requirements, including reefer units and containers/cargo containing temperature controlled goods and/or dangerous goods
Workplaces	may comprise: <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 <p>may be conducted in:</p> <ul style="list-style-type: none"> • limited or restricted spaces • exposed conditions • controlled or open environments
Customers	<p>may be:</p> <ul style="list-style-type: none"> • internal or external
Information recorded during daily monitoring of reefers	<p>may include:</p> <ul style="list-style-type: none"> • temperatures • any faults in the operation of the reefer
Hazards in the work area	<p>may include exposure to:</p> <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods, materials and vehicular traffic
Personnel in work area	<p>may include:</p> <ul style="list-style-type: none"> • workplace personnel • site visitors • contractors • official representatives
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • phone • fax • email • electronic data transfer (EDI) • RF systems • radio • oral, aural or signed communications
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing • high visibility clothing
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"> • goods identification numbers and codes • manifests, bar codes, and container identification/serial number • Ethiopian and international codes of practice and regulations relevant to the maintenance of container/cargo records • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturers specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and material safety data sheets (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Ethiopian standards and certification requirements • 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 maintenance of container/cargo records • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> ➤ Ethiopian and International Dangerous Goods Codes ➤ Ethiopian Marine Orders and the International Maritime Dangerous Goods Code ➤ IATA Dangerous Goods by Air regulations ➤ Ethiopian and International Explosives Codes • license, patent or copyright arrangements • water and road use and license arrangements • export/import/quarantine/bond requirements • marine orders • relevant Ethiopian standards and certification requirements • relevant Federal and/or Regional state OHS and environmental protection legislation • workplace relations regulations • workers compensation regulations

Evidence Guide	
Critical aspects of Competence	<p>The evidence required to:</p> <ul style="list-style-type: none"> • Process container/cargo documentation • Maintain records of container/cargo movements • Monitor container/cargo and maintain records
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Ethiopian and international standards, codes of practice and regulations relevant to the maintenance of container and cargo records including the Ethiopian and International Dangerous Goods Codes • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for the maintenance of container and cargo records • Focus of operation of work systems, equipment, management and site operating systems for the maintenance of container and cargo records • Problems that may occur when maintaining container and cargo records and appropriate action that can be taken to resolve the problems • Relevant handling and safety codes • Site layout and location of reefer units • The marking and numbering systems for cargo • Relevant bond, quarantine or other legislative requirements
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when maintaining container and cargo records • Receive, acknowledge and send messages with available communications equipment • Read and interpret instructions, procedures, information and labels relevant to the maintenance of container and cargo records • Interpret and follow operational instructions and prioritize work when maintaining container and cargo records • Identify cargo, container and goods, coding, EDG / IMDG markings and where applicable emergency information panels • Work collaboratively with others when maintaining container and cargo records • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems when maintaining container and cargo records in accordance with regulatory requirements and workplace procedures

	<ul style="list-style-type: none"> • Estimate size, shape and special requirements of loads • 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 Transport Logistics Operations Level III	
Unit Title	Process Receipt and Delivery of Containers and Cargo
Unit Code	EIS FTL3 02 0913
Unit Descriptor	This unit involves the skills and knowledge required to process the receipt and delivery of containers and cargo in accordance with workplace requirements including checking the stacking/discharge list at commencement of a shift, assessing and planning container/cargo consolidation, allocating stack positions, identifying and checking containers/cargo, and checking and completing required documentation.

Elements	Performance Criteria
1 Check stacking/discharge list at commencement of shift	<p>1.1 Yard or terminal stacking/discharge lists are checked against container/cargo documentation and operational order of work, taking into account both ship and shore operations.</p> <p>1.2 Stacking discharge lists are continually updated to reflect the correct location of containers and cargo.</p>
2 Assess and plan container/cargo consolidation	<p>2.1 Yard or terminal plans are assessed and where appropriate consolidation of container/cargo within the yard or terminal is planned.</p> <p>2.2 Consolidation plans are prepared to ensure efficiency of operations and efficient use of available yard/terminal space.</p> <p>2.3 Final yard/terminal positions are obtained from consolidation plans and recorded.</p>
3 Allocate stack positions	<p>3.1 Stack positions are allocated based on the nature of the container/cargo concerned and the requirements of yard/terminal operations.</p> <p>3.2 Stacking plan is communicated to the relevant personnel in accordance with workplace procedures.</p>
4 Identify and check containers/cargo	<p>4.1 Containers/cargo are identified and checked at the point of entry to the yard and prior to stacking.</p> <p>4.2 Agreement between numbers and marks on container/cargo and shipping documentation is confirmed.</p> <p>4.3 Cargo/containers are inspected and appropriate action is taken to report identified damage or defects in accordance with workplace procedures.</p> <p>4.4 Stacking follows stacking plans and facilitates efficient movement within the yard.</p>

5 Check and complete documentation	5.1 Documentation is checked prior to performing completion procedures ensuring compliance with workplace procedures and regulatory requirements.
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Variable	Range
Container/cargo	may include: <ul style="list-style-type: none"> • goods with specialist requirements, including temperature controlled goods and dangerous goods
Work	may be conducted: <ul style="list-style-type: none"> • in a range of work environments • by day or night
Workplaces	may comprise: <ul style="list-style-type: none"> • large, medium or small worksites
Customers	may be: <ul style="list-style-type: none"> • internal or external
Work	may be conducted in: <ul style="list-style-type: none"> • limited or restricted spaces • exposed conditions • controlled or open environments
Hazards in the work area	may include exposure to: <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods, materials and vehicular traffic
Personnel in work area	may include: <ul style="list-style-type: none"> • workplace personnel • site visitors • contractors • official representatives
Personal protective equipment	may include: <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing and high visibility clothing
Communication in the work area	may include: <ul style="list-style-type: none"> • phone • fax • email • electronic data transfer (EDI) • RF systems • radio • 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
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • goods identification numbers and codes • manifests, bar codes, and container identification/serial number • Ethiopian and international codes of practice and regulations relevant to the processing of the receipt and delivery of containers and cargo • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturers specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and material safety data sheets (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Ethiopian standards and certification requirements • 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 receipt and delivery of containers and cargo • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> ➤ Ethiopian and International Dangerous Goods Codes ➤ Ethiopian Marine Orders and the International Maritime Dangerous Goods Code ➤ IATA Dangerous Goods by Air regulations ➤ Ethiopian and International Explosives Codes • license, patent or copyright arrangements • water and road use and license arrangements • export/import/quarantine/bond requirements • marine orders

	<ul style="list-style-type: none"> • relevant Federal and/or Regional state OHS and environmental protection legislation • workplace relations regulations • 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:</p> <ul style="list-style-type: none"> • Check stacking/discharge list at commencement of shift • Assess and plan container/cargo consolidation • Allocate stack positions • Identify and check containers/cargo • Check and complete documentation
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Ethiopian and international standards, codes and regulations relevant to the processing of the receipt and delivery of containers and cargo including the Ethiopian and International Dangerous Goods Codes • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for the processing of the receipt and delivery of containers and cargo • Focus of operation of work systems, equipment, management and site operating systems for the receipt and delivery of containers and cargo • Problems that may occur when processing the receipt and delivery of containers and cargo, and appropriate action that can be taken to resolve the problems • Relevant handling and safety codes • Site layout, stacking plans and available stacking space • The marking and numbering systems for cargo • Relevant bond, quarantine or other legislative requirements
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when processing the receipt and delivery of containers and cargo • Read and interpret instructions, procedures and labels relevant to the processing of the receipt and delivery of containers and cargo • Identify cargo, container and goods, coding, EDG / IMDG markings and where applicable emergency information panels • Receive, acknowledge and send messages with appropriate communications equipment • Work collaboratively with others

	<ul style="list-style-type: none"> • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems when processing the receipt and delivery of containers and cargo in accordance with regulatory requirements and workplace procedures • 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 • Identify, select and use relevant equipment, processes and procedures when processing the receipt and delivery of containers and cargo • Use the lashing and protection equipment • Estimate the size, shape and special requirements of loads • Apply effective eye-hand coordination
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 Transport Logistics Operations Level III	
Unit Title	Transfer Cargo
Unit Code	EIS FTL3 03 0913
Unit Descriptor	This unit involves the skills and knowledge required to transfer cargo in accordance with workplace requirements including preparing for the transfer of the load, safely transferring the cargo using appropriate lifting equipment, finalizing the transfer, and completing all required documentation.

Elements	Performance Criteria
1 Prepare for load transfer	<p>1.1 Load characteristics are identified to determine any special handling or equipment requirements.</p> <p>1.2 Location of load in yard and following transfer method is determined.</p> <p>1.3 Pathway for load transfer is established consistent with workplace procedures noting obstacles and any particular safety precautions.</p> <p>1.4 Working area is prepared in accordance with the national standards, safety codes, and site operating procedures.</p> <p>1.5 Personal protective equipment and other safety equipment is assembled.</p> <p>1.6 The Safe Working Load (SWL) or Working Load Limit (WLL) is calculated using formulae for the particular type of lifting equipment.</p> <p>1.7 Lifting equipment is checked to determine safe working order for the transfer.</p> <p>1.8 Unsafe equipment is reported to appropriate personnel.</p>
2 Transfer cargo	<p>2.1 Cargo/freight is steadied and secured using appropriate devices.</p> <p>2.2 Load is lifted and shifted safely following national standards, safety codes and site operating procedures.</p> <p>2.3 Load is transferred and set down ensuring no injury to personnel or damage to machinery or cargo.</p>
3 Complete transfer	<p>3.1 Securing arrangements are released from load ensuring no injury to personnel or damage to machinery or cargo.</p> <p>3.2 Relevant documentation is completed including reporting of damaged cargo in accordance with workplace reporting requirements.</p>

	3.3 Equipment is returned to store and work area returned to normal working condition.
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Variable	Range
Workplaces	may comprise: <ul style="list-style-type: none"> • large, medium or small worksites
Personal protective equipment	may include: <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing • high visibility clothing
Equipment	may include: <ul style="list-style-type: none"> • appropriate load shifting equipment normally in use at a terminal or wharf (but does not include gantry equipment, boom cranes, dozers or specialized load shifting equipment which are covered by separate competency units)
Cargo/freight	may include: <ul style="list-style-type: none"> • goods with specialist requirements, including temperature controlled goods and dangerous goods
Work	may be conducted in: <ul style="list-style-type: none"> • limited or restricted spaces • exposed conditions • controlled or open environments
Work	may be conducted in: <ul style="list-style-type: none"> • a range of work environments • by day or night
Hazards in the work area	may include exposure to: <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods, materials and vehicular traffic
Customers	may be: <ul style="list-style-type: none"> • internal or external
Communication in the work area	may include: <ul style="list-style-type: none"> • phone • fax • email • electronic data transfer (EDI) • RF systems • radio • oral, aural or signed communications

Personnel in work area	<p>may include:</p> <ul style="list-style-type: none"> • workplace personnel • site visitors • contractors • official representatives
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"> • goods identification numbers and codes • manifests, bar codes, and container identification/serial number • Ethiopian and international codes of practice and regulations relevant to the transfer of cargo • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturers specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and material safety data sheets (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Ethiopian standards and certification requirements • 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 transfer of cargo/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 Orders and the International Maritime Dangerous Goods Code ➤ IATA Dangerous Goods by Air regulations ➤ Ethiopian and International Explosives Codes • license, patent or copyright arrangements

	<ul style="list-style-type: none"> • water and road use and license arrangements • export/import/quarantine/bond requirements • marine orders • relevant federal and/or regional states OHS and environmental protection legislation • workplace relations regulations • 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:</p> <ul style="list-style-type: none"> • Prepare for load transfer • Transfer cargo • Complete transfer
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Ethiopian and international codes and regulations relevant to the transfer of cargo/freight including the Ethiopian and International Dangerous Goods Codes • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for the transfer of cargo and freight • Focus of operation of work systems, equipment, management and site operating systems for the transfer of cargo and freight • Problems that may occur when transferring cargo/freight and appropriate action that can be taken to resolve the problems • Relevant handling and safety codes • Types of equipment used to transfer loads in terminals/wharves, their applications and procedures and precautions for their use • Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of load shifting equipment • The marking and numbering systems for cargo • Relevant bond, quarantine or other legislative requirements
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when transferring cargo and freight • Read and interpret instructions, procedures, information and signs relevant to the transfer of cargo and freight • Interpret and follow operational instructions and prioritize work when transferring cargo and freight • Complete documentation related to work activities when transferring cargo and freight

	<ul style="list-style-type: none"> • Receive, acknowledge and send messages with communications equipment whilst operating load transfer equipment • Work collaboratively with others when transferring cargo and 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, faults or malfunctions when transferring cargo and freight in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unplanned events that may occur when transferring cargo and freight • 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 • Apply fatigue management knowledge and techniques • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Operate and adapt to differences in equipment in accordance with standard operating procedures • Select and use required personal protective equipment conforming to industry and OHS standards • Monitor performance of load transfer equipment • Conduct checks on equipment used when transferring cargo and freight in terms of service schedule and standard operating procedures • Identify, select and use relevant equipment, processes and procedures when transferring cargo and freight • Estimate the size, shape and special requirements of loads
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 Transport Logistics Operations Level III	
Unit Title	Estimate/Calculate Mass, Area and Quantify Dimensions
Unit Code	<u>EIS FTL3 04 0913</u>
Unit Descriptor	This unit involves the skills and knowledge required to estimate and calculate mass and area and quantify dimensions of loads as part of work functions in the transport, stevedoring, warehousing, and/or storage sectors. This includes estimating loads to be transported or placed in storage, identifying mass, area and volume limitations of available transport/storage systems and carrying out calculations required to Organize load(s) to match identified transport/storage limitations.

Elements	Performance Criteria
1 Estimate loads for transport or storage	1.1 Order forms/work orders are read and requirements are noted. 1.2 Shape, balance characteristics, dimensions and mass of the load(s) are identified. 1.3 Area/volume required for storage is estimated. 1.4 Weights and volumes are totaled to calculate load requirements of transport or storage system.
2 Estimate load limits of transport and/or storage	2.1 Allowable load limits for storage and/or transport systems are identified in accordance with workplace procedures. 2.2 Capacity of transport and storage systems in terms of mass, area and volume are calculated.
3 Organize load	3.1 Load(s) is restricted to allowable range(s). 3.2 Load(s) is spread to ensure safe weighting on pallets, trucks, platforms or other storage or transport systems. 3.3 Appropriate workplace documentation is completed.

Variable	Range
Work	may be conducted: <ul style="list-style-type: none"> • in a range of work environments • by day or night
Customers	may be: <ul style="list-style-type: none"> • internal or external
Workplaces	may comprise: <ul style="list-style-type: none"> • large, medium or small worksites
Work	may be conducted in: <ul style="list-style-type: none"> • limited or restricted spaces • exposed conditions • controlled or open environments

Estimating/calculat ion tasks	<p>may include:</p> <ul style="list-style-type: none"> • estimating loads to be transported or placed in storage • identifying mass, area and volume limitations of available transport/storage systems • carrying out calculations required to Organize load(s) to match identified transport/storage limitations • calculations and estimations of weights and dimensions of cargo and containers to be shifted, stored or lifted
Calculations may include mathematical operations of addition, subtraction, multiplication and division and	<p>may be carried out:</p> <ul style="list-style-type: none"> • manually • with the aid of a calculator • with the aid of a computer • using appropriate tables and/or charts
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • other employees and supervisors • suppliers, customers and clients • relevant authorities and institutions • management and union representatives • industrial relations and OHS specialists • other maintenance, professional or technical staff
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • phone • Electronic Data Interchange (EDI) • fax • email • internet • radio • RF systems • oral, aural or signed communications
Hazards in the work area	<p>may include exposure to:</p> <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods and materials
Depending on the type of organization concerned and the local terminology used, workplace procedures	<ul style="list-style-type: none"> • company procedures <p>may include:</p> <ul style="list-style-type: none"> • enterprise procedures • organizational procedures • established procedures

Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • workplace procedures and policies • operations manuals, job specifications and induction documentation • goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes, goods and container identification/serial number • Ethiopian and international codes of practice and regulations relevant to workplace activities including mass and loading regulations • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • manufacturers specifications for equipment • 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 relevant to workplace activities • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • license, patent or copyright arrangements • water and road use and license arrangements • export/import/quarantine/bond requirements • marine orders • relevant federal and/or regional states OHS and environmental protection legislation • workplace relations regulations • workers compensation regulations

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"> • Estimate loads for transport or storage • Estimate load limits of transport and/or storage • Organize load

<p>Underpinning Knowledge and Attitudes</p>	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Ethiopian and international codes and regulations relevant to workplace activities • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for the estimation and/or calculation of mass, area and volumes of loads and transport and storage facilities including the quantification of dimensions • Basic mathematical operations required when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities including addition, subtraction, multiplication and division • Focus of operation of work systems, equipment, management and site operating systems for the transport and/or storage of goods and stock • Problems that may occur when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities and appropriate action that can be taken to resolve the problems • Documentation requirements for the workplace activities concerned
<p>Underpinning Skills</p>	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when estimating and/or calculating mass, area and volumes of loads and transport and storage facilities • Read and interpret instructions, procedures, information and labels relevant to the estimation and/or calculation of mass, area and volumes of loads and transport and storage facilities • Interpret and follow operational instructions and prioritize work • Complete documentation related to work activities • Operate electronic communication equipment to required protocol • Work collaboratively with others when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities • 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 estimating and/or calculating mass, area and volumes of loads and transport and storage facilities in accordance with workplace procedures • 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 • Identify, select and use relevant calculators, computing and office equipment when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities • 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 Transport Logistics Operations Level III	
Unit Title	Prepare Workplace Documents
Unit Code	EIS FTL3 05 0913
Unit Descriptor	This unit involves the skills and knowledge required to prepare workplace documents and forms in accordance with workplace requirements and any applicable regulations/codes including planning and preparing a simple workplace document such as a letter or report, and gathering relevant information enabling the completion of a workplace form.

Elements	Performance Criteria
1 Plan workplace document	<p>1.1 Purpose and audience for the document are identified.</p> <p>1.2 Appropriate format for the document is established to meet workplace requirements.</p> <p>1.3 Relevant information is identified and selected for inclusion in the document.</p>
2 Prepare workplace document	<p>2.1 A draft of the document is prepared in accordance with workplace procedures and conventions for sentence construction, grammar, spelling, style, punctuation and vocabulary that are appropriate for the reader(s).</p> <p>2.2 Document is edited and presented in a final version appropriate to the task.</p>
3 Complete workplace forms	<p>3.1 Work related form(s) is interpreted to identify information required for its completion.</p> <p>3.2 Required information for completion of form is gathered from relevant sources in accordance with workplace procedures.</p> <p>3.3 Form(s) is completed in accordance with workplace policy and procedures and any applicable regulations and codes.</p>

Variable	Range
Workplaces	may comprise: <ul style="list-style-type: none"> • large, medium or small worksites
Work	may be conducted: <ul style="list-style-type: none"> • in a range of work environments • by day or night may be conducted in: <ul style="list-style-type: none"> • limited or restricted spaces • exposed conditions • controlled or open environments
Customers	may be internal or external

Documents and forms	<p>may include:</p> <ul style="list-style-type: none"> • routine written reports on workplace activities, incidents, meeting outcomes, etc. It may also include the gathering of relevant information and the subsequent completion of the various forms and records falling within the occupational responsibility of the person concerned
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • written, oral, aural or signed communications • phone • Electronic Data Interchange (EDI) • fax • email • internet • radio
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 • suppliers, 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"> • goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes • Ethiopian and international codes of practice and regulations relevant to workplace activities • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation

	<ul style="list-style-type: none"> • manufacturers specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and material safety data sheets (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Ethiopian standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • codes and regulations relevant to workplace documents/forms being prepared • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances (where applicable) • license, patent or copyright arrangements • water and road use and license arrangements • export/import/quarantine/bond requirements • marine orders • relevant federal and/ or regional states OHS and environmental protection legislation • workplace relations regulations • workers compensation regulations

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 workplace document • Prepare workplace document • Complete workplace forms
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Ethiopian and international codes and regulations relevant to the documents and/or forms being prepared • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for the completion of documents/forms • Problems that may occur when preparing and completing workplace documents and forms and appropriate action that can be taken to resolve the problems • Equipment and materials required for the completion of documents and forms and instructions and precautions for their use

	<ul style="list-style-type: none"> • Conventions for sentence construction, grammar, spelling, style and punctuation • Format and layout of various documents and forms used in workplace activities
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when preparing and completing workplace documents and forms • Read, write and comprehend simple statements in English • Read and interpret instructions, procedures, information and labels relevant to the preparation and completion of workplace documents and forms • Interpret and follow operational instructions and prioritize work • Complete documentation related to work activities • Work collaboratively with others when preparing and completing workplace documents and forms • 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 preparing and completing workplace documents and forms in accordance with applicable regulatory requirements and workplace procedures • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Apply fatigue management knowledge and techniques • Work systematically with required attention to detail • 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 Transport Logistics Operations Level III	
Unit Title	Maintain Freight Records
Unit Code	EIS FTL3 06 0913
Unit Descriptor	This unit involves the skills and knowledge required to maintain freight records in accordance with workplace requirements including the recording of all freight receipts and freight dispatch documentation in accordance with workplace procedures and relevant regulatory requirements.

Elements	Performance Criteria
1 Record freight receipt	<p>1.1 Freight is identified and consignment/cart note details are confirmed.</p> <p>1.2 Documentation is appropriately actioned, following workplace procedures and legislative requirements.</p> <p>1.3 Dangerous goods are identified and appropriate documentation prepared and attached, following workplace procedures and legislative requirements.</p> <p>1.4 Freight information is recorded on workplace freight tracking system.</p> <p>1.5 Freight is directed for loading or storage as indicated by documentation.</p>
2 Record freight dispatch	<p>2.1 Documentation for freight dispatch is checked, verified and forwarded in accordance with workplace procedures.</p> <p>2.2 Loads not cleared due to incorrect documentation are appropriately processed according to workplace procedures.</p>

Variable	Range
Freight includes all forms of freight. Some freight	<p>may involve:</p> <ul style="list-style-type: none"> • special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances
Documentation for freight	<p>may include a range of data provided on paper and in electronic form relating to freight movement, including:</p> <ul style="list-style-type: none"> • cartnotes • delivery noted • internal documentation used for freight tracking • special clearances • consignment notes • dangerous goods certificates and declarations • authorized weighbridge certificates • list of contents

Work	may be conducted: <ul style="list-style-type: none"> • in a range of work environments • by day or night
Customers	may be: <ul style="list-style-type: none"> • internal or external
Workplaces	may comprise: <ul style="list-style-type: none"> • large, medium or small worksites
Work	may be conducted in: <ul style="list-style-type: none"> • limited or restricted spaces • exposed conditions • controlled or open environments
Freight tracking system	includes: <ul style="list-style-type: none"> • manual and computer-based tracking systems
Hazards in the work area	may include: <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	may involve: <ul style="list-style-type: none"> • other employees and supervisors • suppliers, customers and clients • drivers and agents • relevant authorities and institutions • management and union representatives • industrial relations and OHS specialists • other maintenance, professional or technical staff
Communication in the work area	may include: <ul style="list-style-type: none"> • phone • 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	may include: <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Personal protective equipment	may include: <ul style="list-style-type: none"> • gloves • safety headwear and footwear

	<ul style="list-style-type: none"> • safety glasses • two-way radios • high visibility clothing
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • goods identification numbers and codes • manifests, cart notes, delivery notes, special clearances, consignment notes, authorized weighbridge certificates, and special clearances • internal documentation used for freight tracking • codes of practice and regulations relevant to the receiving of goods • 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 • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and material safety data sheets (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Ethiopian standards and certification requirements • quality assurance and emergency procedures
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant codes and regulations for the maintenance of freight records • 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 Orders 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 Federal and/or Regional state OHS and environmental protection legislation • workplace relations regulations • workers compensation regulations

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"> • Record freight receipt • Record freight dispatch
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Ethiopian and international codes and regulations relevant to the maintenance of freight records, 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 maintenance of freight records • Focus of operation of work systems, equipment, management and site operating systems for the maintenance of freight records • Problems that may occur when maintaining freight records and appropriate action that can be taken to resolve the problems • Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances • Documentation requirements for the maintenance of freight records including workplace freight tracking system • Housekeeping standards procedures required in the workplace • Freight transport timetables, yard/terminal facilities, and site layout
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when maintaining freight records • Read and interpret instructions, procedures, information and labels relevant to the maintenance of freight records • Interpret and follow operational instructions and prioritize work • Complete documentation related to the maintenance of freight records • Operate electronic communication equipment to required protocol • Work collaboratively with others when maintaining freight records • 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 maintaining freight records in accordance with regulatory requirements and workplace procedures • Apply precautions and required action to minimize, control or eliminate hazards that may exist during the maintenance of freight records • 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 when maintaining freight records • 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 Transport Logistics Operations Level III	
Unit Title	Coordinate Breakdowns and Emergencies
Unit Code	EIS FTL3 07 0913
Unit Descriptor	This unit involves the skills and knowledge required to coordinate breakdowns and emergencies, including evaluating the breakdown/emergency situation, consulting with relevant personnel/emergency authorities, coordinating activities at the breakdown/emergency site, and completing all required reports and documentation.

Elements	Performance Criteria
1 Evaluate breakdown and/or emergency situation	<p>1.1 Causes and effects of breakdown/emergency situation are identified and clarified.</p> <p>1.2 Breakdown/emergency coordination procedures are applied in accordance with workplace policies.</p> <p>1.3 Assistance is rendered to injured persons within the limitations of duty of care and workplace requirements.</p> <p>1.4 Load is identified and the nature of risks and hazards are established and communicated to the relevant authorities.</p> <p>1.5 Appropriate precautions and action are taken where the load is identified as including dangerous goods, explosives or hazardous substances in accordance with the relevant codes, regulations and related procedures.</p>
2 Consult with relevant persons and authorities	<p>2.1 Details of causes and effects of breakdown/emergency are reported in accordance with workplace procedures.</p> <p>2.2 Assistance and cooperation is provided to relevant authorities within legal and workplace limitations.</p> <p>2.3 Information about emergency is obtained and/or exchanged in accordance with legal and workplace requirements.</p>
3 Coordinate breakdown and/or emergency situation	<p>3.1 Suitable measures are taken to control, warn, stop or divert traffic at breakdown/emergency site.</p> <p>3.2 Personal security precautions are taken in accordance with workplace procedures.</p> <p>3.3 Assistance is requested to minimize the possibility of further damage to persons or property, in accordance with workplace policy and relevant rules and regulations.</p> <p>3.4 Appropriate measures are taken to control and protect the site of breakdown/emergency.</p>

	3.5 Traffic at the site of a breakdown or emergency is controlled, if necessary, in accordance with regulatory requirements and workplace procedures.
4 Complete documentation	4.1 All required documentation and reports on breakdown/emergency are completed in accordance with workplace requirements.

Variable	Range
Breakdowns and emergencies	may occur in a range of road transport situations, including: <ul style="list-style-type: none"> • operations conducted at day or night • typical weather conditions • on the open road • on a private road • while at a depot, base or warehouse • while at a client's workplace or work site
Type of vehicle	may include any commercial transport vehicle
Type of breakdowns/emergencies	may include: <ul style="list-style-type: none"> • collision • spillage of fuel or dangerous load • tire blow-outs • fire or explosion • engine failure • broken axle • bogged vehicle • load shifts • electrical failure, • breakdown • overturned vehicle • accident involving another vehicle
Emergency equipment	may include: <ul style="list-style-type: none"> • first aid kit • fire extinguishers • warning signs and indicators • mobile phone or radio
Depending on the type and extent of the breakdown/emergency, the action to be taken to coordinate a breakdown/emergency	may include: <ul style="list-style-type: none"> • identifying and following established breakdown/emergency procedures • evaluating the cause and effects of the breakdown/emergency • coordinating emergency procedures and rendering assistance and first aid if required • contacting and cooperating with relevant emergency authorities as required • controlling traffic at the site of a breakdown or emergency

	<ul style="list-style-type: none"> • taking appropriate action to secure the breakdown/emergency situation • obtaining and recording information about the incident • reporting on breakdown/emergency situation in accordance with regulatory and workplace requirements
Consultative processes	<p>may include:</p> <ul style="list-style-type: none"> • workplace personnel and management • designated breakdown/emergency officers • Emergency services personnel including ambulance, police, fire services, etc. • union representatives • industrial relations and OHS specialists • other 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"> • workplace instructions and procedures concerning breakdowns and emergencies • Federal and/or Regional state license and permit requirements as they relate to breakdowns/emergencies • Federal and/or Regional state road rules • vehicle manufacturers instructions, specifications and recommended procedures • goods/materials identification numbers and codes, including IMDG markings and HAZCHEM signs • manifests, bar codes, goods and container identification • relevant codes of practice, including the Ethiopian Dangerous Goods Code, the Ethiopian Explosives Code, the Code of Practice for the Safe Transport of Radioactive Substances • workplace procedures and policies for the handling of dangerous goods, explosives and radioactive and other hazardous substances • vehicle log book or record book (where required) • relevant standards and certification requirements • quality assurance procedures
Applicable procedures and codes	<p>may include:</p> <ul style="list-style-type: none"> • relevant Federal and/or Regional state roads and traffic authority driving regulations and license/permit requirements pertaining to class of vehicle involved

	<ul style="list-style-type: none"> • relevant Federal and/or Regional state road rules • relevant Federal and/or Regional state permit regulations and requirements • relevant Federal and/or Regional state OHS legislation • Ethiopian Dangerous Goods Code • Ethiopian Explosives Code • relevant Federal and/or Regional state environmental protection legislation • Code of Practice for the Safe Transport of Radioactive Substances • Federal state legislation covering the safe handling of infectious substances
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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"> • Evaluate breakdown and/or emergency situation • Consult with relevant persons and authorities • Coordinate breakdown and/or emergency situation • Complete documentation
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant road rules, regulations, permit and license requirements of the relevant Federal and/or Regional state road traffic authority • Relevant OHS and environmental procedures and regulations • Duty of care requirements in a breakdown and/or emergency situation • Types of breakdowns and emergencies that can occur when driving a vehicle and appropriate action that can be taken in each case • Types of emergency equipment, their purpose, and the procedures for their use • Procedures to be followed in the event of a breakdown and/or emergency • Risks and hazards that can exist in breakdown/emergency situations and related precautions to control the risks • Characteristics of various dangerous goods/explosives/hazardous substances and their implications in breakdown/emergency situations
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when coordinating a response to a breakdown or emergency • Read and comprehend simple statements in English

	<ul style="list-style-type: none"> • Read and interpret instructions, procedures, information and signs relevant to the coordination of a response to a breakdown or emergency • Identify containers and goods coding, IMDG markings and where applicable emergency information panels • Interpret and follow operational instructions and prioritize work • Complete documentation related to the coordination of a response to a breakdown or emergency • Operate electronic communication equipment to required protocol • Work collaboratively with others when coordinating a response to a breakdown or emergency • 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 coordinating a response to a breakdown or emergency in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unanticipated events that may occur when coordinating a response to a breakdown or emergency • 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 • Control traffic at the site of a breakdown or emergency • Identify and correctly use emergency equipment at the site of a breakdown or emergency • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Operate and adapt to differences in equipment in accordance with standard operating procedures • Select and use required personal protective equipment conforming to industry and OHS standards
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 Transport Logistics Operations Level III	
Unit Title	Deliver and Monitor a Service to Customers
Unit Code	EIS FTL3 08 0913
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to identify customer needs and monitor service provided to customers.

Elements	Performance Criteria
1. Identify customer needs	<p>1.1 Appropriate interpersonal skills are used to accurately identify and clarify customer needs and expectations.</p> <p>1.2 Customer needs are assessed for urgency to determine priorities for service delivery in accordance with organizational requirements.</p> <p>1.3 Effective communication is used to inform customers about available choices for meeting their needs and assist in the selection of preferred options.</p> <p>1.4 Limitations are identified in addressing customer needs and appropriate assistance is sought from designated individuals.</p>
2. Deliver a service to customers	<p>2.1 Prompt service is provided to customers to meet identified needs in accordance with organizational requirements.</p> <p>2.2 Appropriate rapport with customers is established and maintained to ensure completion of quality service delivery.</p> <p>2.3 Customer complaints are sensitively and courteously handled in accordance with organizational requirements.</p> <p>2.4 Assistance is provided or responded to customers with specific needs in accordance with organizational requirements.</p> <p>2.5 Available opportunities are identified and used to promote and enhance services and products to customers.</p>
3. Monitor and report on service delivery	<p>3.1 Customer satisfaction is regularly reviewed with service delivery using verifiable evidence in accordance with organizational requirements.</p> <p>3.2 Opportunities are identified to enhance the quality of service and products, and pursue within organizational requirements.</p> <p>3.3 Procedural aspects of service delivery are monitored for effectiveness and suitability to customer requirements.</p> <p>3.4 Customer feedback is regularly sought and used to improve the provision of products and services.</p>

	<p>3.5 Evidence of customer satisfaction is incorporated in decisions to modify products or services, ensuring they are within organizational requirements.</p> <p>3.6 Reports are ensured to be clear, detailed and contain recommendations focused on critical aspects of service delivery.</p>
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Variable	Range
Appropriate interpersonal skills	<p>may include:</p> <ul style="list-style-type: none"> • listening actively to what the customer is communicating • providing an opportunity for the customer to confirm their request • questioning to clarify and confirm customer needs • seeking feedback from the customer to confirm understanding of needs • summarizing and paraphrasing to check understanding of customer message • using appropriate body language
Customers	<p>may include:</p> <ul style="list-style-type: none"> • corporate customers • individual members of the organization • individual members of the public • internal or external • other agencies
Customer needs and expectations	<p>may include:</p> <ul style="list-style-type: none"> • accuracy of information • advice or general information • complaints • fairness/politeness • further information • making an appointment • prices/value • purchasing organization's products and services • returning organization's products and services • specific information
Organizational requirements	<p>may include:</p> <ul style="list-style-type: none"> • access and equity principles and practice • anti-discrimination and related policy • defined resource parameters • goals, objectives, plans, systems and processes • legal and organizational policies, guidelines and requirements • OHS policies, procedures and programs • payment and delivery options

	<ul style="list-style-type: none"> • pricing and discount policies • quality and continuous improvement processes and standards • quality assurance and/or procedures manuals • replacement and refund policy and procedures • who is responsible for products or services
Effective communication	<p>may include:</p> <ul style="list-style-type: none"> • giving customers full attention • maintaining eye contact, except where eye contact may be culturally inappropriate • speaking clearly and concisely • using active listening techniques • using appropriate language and tone of voice • using clear written information/communication • using non-verbal communication e.g. body language, personal presentation (for face-to-face interactions) • using open and/or closed questions
Designated individuals	<p>may include:</p> <ul style="list-style-type: none"> • colleagues • customers • line management • supervisor
Customer complaints	<p>may include:</p> <ul style="list-style-type: none"> • administrative errors such as incorrect invoices or prices • customer satisfaction with service quality • damaged goods or goods not delivered • delivery errors • product not delivered on time • service errors • warehouse or store room errors such as incorrect product delivered
Specific needs of customers	<p>may relate to:</p> <ul style="list-style-type: none"> • age • beliefs/values • culture • disability • gender • language • religious/spiritual observances
Opportunities to promote and enhance services and products	<p>may include:</p> <ul style="list-style-type: none"> • extending time lines • packaging procedures • procedures for delivery of goods

	<ul style="list-style-type: none"> • returns policy • system for recording complaints • updating customer service charter
Verifiable evidence	<p>may include:</p> <ul style="list-style-type: none"> • customer satisfaction questionnaires • audit documentation and reports • quality assurance data • returned goods • lapsed customers • service calls • complaints

Evidence Guide	
Critical aspects of Competence	<p>Evidence of the following is essential:</p> <ul style="list-style-type: none"> • identifying needs and priorities of customers • distinguishing between different levels of customer satisfaction • treating customers with courtesy and respect • responding to and reporting on, customer feedback • knowledge of organizational policy and procedures for customer service
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as: <ul style="list-style-type: none"> ➤ anti-discrimination legislation ➤ ethical principles ➤ codes of practice ➤ privacy laws ➤ financial legislation ➤ Occupational Health and Safety (OHS) • organizational policy and procedures for customer service including handling customer complaints • service standards and best practice models • public relations and product promotion • techniques for dealing with customers, including customers with specific needs
Underpinning Skills	<p>Demonstrate skills of:</p> <ul style="list-style-type: none"> • literacy skills to read and understand a variety of texts; to prepare general information and papers according to target audience; and to edit and proofread texts to ensure clarity of meaning and accuracy of grammar and punctuation • technology skills to select and use technology appropriate to a task

	<ul style="list-style-type: none"> • communication skills to monitor and advise on customer service strategies • problem-solving skills to deal with customer enquiries or complaints • analytical skills to identify trends and positions of products and services
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 Transport Logistics Operations Level III	
Unit Title	Organize Receivable/ Dispatch Operations
Unit Code	EIS FTL3 09 0913
Unit Descriptor	This unit involves the skills and knowledge required to plan and organizes receivable/dispatch operations; organize the vehicles and receivable/dispatch of the route; analyze orders to identify work requirements to fill order; follow workplace order documentation processes and complete all required documentation and records in accordance with workplace requirements.

Elements	Performance Criteria
1. Plan and organize receivable/dispatch operations	<p>1.1 Knowledge of the route characteristics and workplace procedures are applied to the analysis of the operation.</p> <p>1.2 Resources including manual handling equipment, employee competencies, and transit areas and passengers management are identified.</p> <p>1.3 Deadlines are scheduled to meet order requirements.</p> <p>1.4 Work processes are planned to meet deadlines.</p>
2. Analyze order to identify work requirements to fill order	<p>2.1 Order request documentation is interpreted.</p> <p>2.2 Services in order are noted and workplace location(s) are identified.</p> <p>2.3 Workplace and service knowledge is used to organize documentation.</p> <p>2.4 Required schedules for order movement are identified and noted where required.</p> <p>2.5 Special aspects of the order such as dangerous/hazardous routes or temperature conditions are identified and information on required documentation procedures and relevant regulatory requirements is identified, accessed and interpreted.</p>
3 Follow workplace order documentation processes	<p>3.1 Workplace procedures for documentation of an order are identified.</p> <p>3.2 Order is checked against schedule and order form.</p>
4. Complete documentation	<p>4.1 Documentation and records regarding receivable/dispatch operations are completed and filed/dispatched in accordance with workplace procedures and relevant regulatory requirements.</p>

	<p>4.2 Special transportation requirements are identified and conveyed to appropriate personnel.</p> <p>4.3 Where applicable, all required documentation requirements for passengers and goods/ materials are completed in accordance with the relevant regulations and codes.</p>
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Variable	Range
Special order requirements	<p>May include:</p> <ul style="list-style-type: none"> • pricing • special packing • specific size of carton • special categories of stock
Hazards in the work area	<p>May include exposure to:</p> <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods and materials • oil or water on floor • a fire or explosion • damaged packaging or pallets • debris on floor • faulty racking • poorly stacked pallets • faulty equipment
Workplace procedures	<p>May include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Goods to be received/ dispatched	<p>May involve special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances</p>
Problems that may occur when receiving/ dispatching an order	<p>May include:</p> <ul style="list-style-type: none"> • wrong stock is dispatched • wrong carton for order • incorrect location • damaged/ wrong stock • no stock at location • incorrect quantity • failing to meet a special order requirement • failing to meet customers delivery requirements • damaged pallets or packaging • error in paperwork • poorly stacked stock

Communication in the work area	<p>May include:</p> <ul style="list-style-type: none"> • phone • Electronic Data Interchange (EDI) • fax • email • internet • RF communications • barcode readers • oral, aural or signed communications
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
Consultative processes	<p>May involve:</p> <ul style="list-style-type: none"> • workplace personnel • supervisors and managers • customers/clients • drivers and agents • contractors • official representatives • other employees and supervisors • suppliers, customers and clients • drivers and agents • relevant authorities and institutions • management and union representatives • industrial relations and OHS specialists • other maintenance, professional or technical staff
Information/ documents	<p>May include:</p> <ul style="list-style-type: none"> • goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes • manufacturers specifications for equipment/tools • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and material safety data sheets (where applicable) • codes of practice including the National Standards for Manual Handling and the Industry Safety Code • relevant legislation, regulations and related documentation • award, enterprise bargaining agreement, other industrial arrangements

	<ul style="list-style-type: none"> • relevant Ethiopian standards and certification requirements • quality assurance procedures • emergency procedures • codes of practice and regulations relevant to the receiving of goods • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation
Applicable regulations and legislation	<p>May include:</p> <ul style="list-style-type: none"> • relevant codes and regulations pertaining to the organizing of receivable/dispatch operations • Ethiopian and international regulations and codes of practice for the handling and transport goods • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> ➢ Ethiopian and International Dangerous Goods Codes ➢ Ethiopian Marine Orders and the International Maritime Dangerous Goods Code ➢ Ethiopian Dangerous Goods by Air Regulations ➢ Ethiopian and international explosives codes • marine orders • relevant OHS legislation • relevant environmental protection legislation • license, patent or copyright arrangements • water and road use and license arrangements • export/import/quarantine/bond requirements • workplace relations regulations • workers compensation regulations
Work	<p>May be conducted:</p> <ul style="list-style-type: none"> • in a range of work environments • by day or night • limited or restricted spaces • exposed conditions • controlled or open environments
Customers	<p>May be:</p> <ul style="list-style-type: none"> • internal or external
Workplaces	<p>May comprise:</p> <ul style="list-style-type: none"> • large, medium or small worksites
Received/ dispatched goods	<p>May involve special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances</p>

Aspects of goods to be checked when receiving/ dispatching goods	<p>May include:</p> <ul style="list-style-type: none"> • correct type • number • condition • quality • packaging • labeling • dangerous goods declarations and marking (where applicable)
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Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competence in:</p> <ul style="list-style-type: none"> • Plan and organize receivable/ dispatch operations • Analyze order to identify work requirements to fill order • Follow workplace order documentation processes • Complete documentation
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Regulations relevant to the organizing of receivable/dispatch operations, including the Ethiopian Good Code and Standards and relevant bond, quarantine or other legislative requirements • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for the organizing of receivable/dispatch operations • Focus of operation of work systems, equipment, management and site operating systems for the organizing of receivable/ dispatch operations • Problems that may occur when organizing receivable/ dispatch operations and appropriate action that can be taken to resolve the problems • Documentation and record requirements for receivable/ dispatch operations • Equipment used during the organization of receivable/dispatch operations and the precautions and procedures that should be followed in its use • Housekeeping standards procedures required in the workplace • Site layout and obstacles
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when organizing receivable/dispatch operations • Read and comprehend simple statements • Read and interpret instructions, procedures and labels relevant to the organizing of receivable/dispatch operations

	<ul style="list-style-type: none"> • Complete documentation related to the organizing of receivable/ dispatch operations • Identify relevant stock and goods coding and labeling, • Work collaboratively with others when organizing receivable/dispatch 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 that may arise when organizing receivable/dispatch operations 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 • Operate and adapt to differences in equipment in accordance with standard operating procedures • Select and use required personal protective equipment conforming to industry and OHS standards • Select and use relevant equipment and communications technology when organizing receivable/dispatch operations • Estimate the size, shape and special requirements of goods and loads
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 Transport Logistics Operations Level III	
Unit Title	Organize Freight Invoicing and Payment
Unit Code	<u>EIS FTL3 10 0913</u>
Unit Descriptor	This unit involves the skills and knowledge required to organize freight invoicing and payment, including preparing invoices, coordinating documentation, and processing payments

Elements	Performance Criteria
1 Prepare invoices	<p>1.1 Purchase order or documentation regarding request for invoice is registered, validated and filed appropriately.</p> <p>1.2 Payment method, timing and, where required, currency and exchange rates are noted on the documentation.</p> <p>1.3 Invoice documents which commit the business to providing goods and services are registered and sourced.</p> <p>1.4 An invoice is raised listing items in a full, clear, legible and unambiguous description.</p> <p>1.5 Invoice original is checked and authorized by a signatory at an appropriate level.</p> <p>1.6 Required documentation is forwarded to business or organization requesting invoice.</p> <p>1.7 Invoice details are recorded and filed in accordance with workplace policy.</p>
2 Coordinate documentation	<p>2.1 Chart of accounts is checked at the end of the agreed period to verify payment or outstanding debt(s) against invoice(s) raised.</p> <p>2.2 Debtor's ledger is produced from balance sheet.</p> <p>2.3 Follow-up contacts of any outstanding account(s) are made according to workplace policy.</p> <p>2.4 Monthly statements are cross-checked at required intervals.</p> <p>2.5 Reminder notices are forwarded to customers in accordance with workplace policy.</p>
3 Process payments	<p>3.1 Workplace policy and any particular contractual requirements are followed when making payments.</p> <p>3.2 Records of payments and any required government returns are completed and filed.</p> <p>3.3 Payments received are registered.</p> <p>3.4 Receipts are attached to payments with any corresponding documents and filed appropriately.</p>

	<p>3.5 Receipts are forwarded to customers.</p> <p>3.6 Files are retained according to archival regulations for audit purposes.</p>
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Variable	Range
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 or small companies
Services, products, risks, work systems and requirements	<p>may potentially :</p> <ul style="list-style-type: none"> • vary across different sections of the workplace
Operations	<p>involve:</p> <ul style="list-style-type: none"> • internal and external customer contact and coordination
Invoices	<p>may be:</p> <ul style="list-style-type: none"> • raised manually (typed/written) or computer-generated by authorized personnel
Transactions	<p>may be:</p> <ul style="list-style-type: none"> • in Ethiopian or foreign currency
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 and OHS specialists • other professional or technical staff, contractors and maintenance personnel
Communications systems	<p>may involve:</p> <ul style="list-style-type: none"> • telephone • fax • email • Electronic Data transfer of Information (EDI) and mail
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
Information/docum entation	<p>may include:</p> <ul style="list-style-type: none"> • procedures for the organization of freight invoicing and payment • workplace records of invoices and payments

	<ul style="list-style-type: none"> • customer/client instructions and assessed requirements • 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 • invoices and receipts • relevant agreements, codes of practice including the National Standards for Services and Operations • manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions • workplace financial procedures and processes • workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information • quality assurance procedures
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant regulations, standards and codes of practice • taxation and trading regulations relevant to business operations • relevant Ethiopian and Federal and/or Regional state 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:</p> <ul style="list-style-type: none"> • Prepare invoices • Coordinate documentation and Process payments
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant regulatory and code requirements • Relevant OHS and environmental protection policies and procedures • Workplace protocols and procedures for the organization of freight invoicing and payment • Relevant workplace business management policies and practices, including requirements for accounts, payments and record keeping • Legal and commercial requirements for the work • Focus of operation of financial systems, resources, management and workplace operating systems

	<ul style="list-style-type: none"> • Resource availability including the processing capacity of equipment and software systems for planning activities • Typical problems that can occur when organizing freight invoicing and payment and related appropriate action that can be taken
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate and negotiate effectively with others when organizing freight invoicing and payment • Read and interpret instructions, procedures and information relevant to the organization of freight invoicing and payment • Interpret and follow operational instructions and prioritize work • Complete documentation related to the organization of freight invoicing and payment • Operate electronic communication equipment to required protocol • Work collaboratively with others when organizing freight invoicing and payment • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems errors that may occur when organizing freight invoicing and payment in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unanticipated situations that may arise when organizing freight invoicing and payment • 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 • Process invoices and payments • Select and appropriately apply technology, information systems and procedures to complete 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	<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 Transport Logistics Operations Level III	
Unit Title	Identify and Label Explosives and Dangerous Goods
Unit Code	EIS FTL3 11 0913
Unit Descriptor	This unit involves the skills and knowledge required to identify and label explosives and dangerous goods, including assessing explosives/dangerous goods; handling explosives/dangerous goods in accordance with regulatory requirements; labeling explosives/dangerous goods in accordance with regulatory requirements; and complying with all required documentation.

Elements	Performance Criteria
1 Assess explosives/dangerous goods	<p>1.1 Load is checked for explosives/dangerous goods in accordance with the relevant codes and government regulations.</p> <p>1.2 Types of explosives/dangerous goods are identified from labels, DG declarations and pleading in accordance with workplace procedures, and all required action is taken to ensure compliance with relevant government regulations and EDG/Ethiopian Explosives Codes as applicable.</p> <p>1.3 Hazards posed by load are identified from labels and Material Safety Data Sheets (MSDS).</p>
2 Handle explosives/dangerous goods	<p>2.1 Identified explosives/dangerous goods are handled and loaded/unloaded in accordance with regulatory requirements, codes, National Load Restraint Guide, and employer policy.</p> <p>2.2 Appropriate personal protective equipment is used when handling explosives/dangerous goods in accordance with class, subsidiary risk and MSDS information.</p> <p>2.3 Handling of different types of load takes into account the identified hazards posed by the explosives/dangerous goods concerned.</p> <p>2.4 When loading/storing explosives/dangerous goods, segregation procedures are followed according to the class and subsidiary risk information.</p>
3 Label explosives/dangerous goods	<p>3.1 All packages/containers are labeled with the class and subsidiary risk in accordance with current EDG/Ethiopian Explosives Codes as applicable..</p> <p>3.2 A dangerous goods declaration is included with manifest and other shipping documents.</p> <p>3.3 Vehicles carrying explosives and/or dangerous goods are placarded in accordance with current EDG/Ethiopian Explosives Codes as applicable.</p>

4 Complete documentation	4.1 All required transport documents are completed in accordance with current EDG/Ethiopian Explosives Codes as applicable.
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Variable	Range
Workplaces	may comprise: <ul style="list-style-type: none"> • large, medium or small worksites
Identified explosives/dangerous goods	may: <ul style="list-style-type: none"> • require special precautions for handling and storage
Personal protective equipment	may include: <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Customers	may be: <ul style="list-style-type: none"> • internal or external
Operations	may be conducted: <ul style="list-style-type: none"> • in a range of work environments and weather conditions • by day or night
Work	may be conducted in: <ul style="list-style-type: none"> • restricted spaces • exposed conditions • controlled or open environments • a workplace, warehouse or depot • in a vehicle on the road • at a client's workplace
Classes of dangerous goods and explosives	are: <ul style="list-style-type: none"> • as defined in the respective Ethiopian codes
Standard marking and signage for identified explosives and dangerous goods	is: <ul style="list-style-type: none"> • as required in the respective Ethiopian codes
Personnel in the work area	may include: <ul style="list-style-type: none"> • workplace personnel • site visitors • contractors • official representatives
Communication in the work area	may include: <ul style="list-style-type: none"> • phone • electronic data interchange

	<ul style="list-style-type: none"> • fax • email • internet • radio • 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
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • goods identification numbers, codes, markings and signs • codes of practice including the Ethiopian/International Dangerous Goods Codes and the Ethiopian/International Explosives Codes • manifests, bar codes, goods and container identification • manufacturers specifications for equipment/tools • workplace procedures and policies for the loading and unloading of vehicles • supplier and/or client instructions • material safety data sheets • award, enterprise bargaining agreement, other industrial arrangements • standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • current Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> ➤ Ethiopian and International Dangerous Goods Codes ➤ Ethiopian Marine Orders and the International Maritime Dangerous Goods Code ➤ IATA Dangerous Goods by Air regulations ➤ Ethiopian and International Explosives Codes • relevant Federal and/or Regional state environmental protection legislation • equal opportunity legislation • workplace relations regulations • equal employment and affirmative action legislation • relevant Federal and/or Regional state OHS 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 explosives and dangerous goods from labels in accordance with regulatory requirements and practices • handling explosives and dangerous goods according to regulatory requirements, codes, National Load Restraint Guide and employer policy as appropriate • locating, interpreting and applying relevant codes and regulations • identifying the hazards from labels of explosives and dangerous goods • identifying the personal protective equipment required when handling explosives and dangerous goods • maintaining workplace records for the explosives and dangerous goods
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant Federal and/or Regional state regulations and codes pertaining to the identification and labeling of explosives and dangerous goods including the current EDG and Ethiopian Explosives Codes • OHS procedures and guidelines concerning the lifting and movement of loads • Risks and hazards when loading, unloading and handling explosives and dangerous goods, and related precautions to control the risk • Workplace procedures and policies for the identification and labeling of explosives and dangerous goods • Characteristics of explosives and dangerous goods relevant to handling and transport • Compatibility of various types of explosives and dangerous goods • Site layout and obstacles • Housekeeping standards procedures required in the workplace
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when loading, unloading and handling explosives and dangerous goods • Read and interpret instructions, procedures, information and signs relevant to the loading, unloading and handling of explosives and dangerous goods

	<ul style="list-style-type: none"> • Interpret material safety data sheets, containers and goods coding, markings and other information describing explosives and dangerous goods including, where applicable, emergency information panels for the mode of transport/storage selected • Interpret and follow operational instructions and prioritize work • Complete documentation related to the loading, unloading and handling of explosives and dangerous goods • Correctly mark/label explosives and dangerous goods • Operate electronic communication equipment to required protocol • Work collaboratively with others when loading, unloading and handling explosives and dangerous goods • 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 loading, unloading and handling explosives and dangerous goods in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unexpected events that may arise when loading, unloading and handling explosives and dangerous goods • Apply precautions and required action to minimize, control or eliminate hazards that may exist during the loading, unloading and handling of explosives and dangerous goods • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Apply fatigue management knowledge and techniques • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Operate and adapt to differences in 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 Transport Logistics Operations Level III	
Unit Title	Organize Transport of Freight or Goods
Unit Code	EIS FTL3 12 0913
Unit Descriptor	This unit involves the skills and knowledge required to organize the transport of freight or goods, including planning the transport operations, confirming customer requirements organizing the transport of the freight, completing the required documentation, finalizing the organizational process and communicating with shipping agents and authorities.

Element	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. Confirm customer requirements	<p>2.1 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>2.2 Customer priorities for the shipment are confirmed.</p> <p>2.3 Decisions on possible routes, taking into account known variables, are undertaken.</p>
3. Organize the transport of freight	<p>3.1 Employees, equipment and temporary storage areas (if required) are allocated and supervised.</p> <p>3.2 Freight is secured ensuring no damage to contents.</p>

	<p>3.3 Handling methods suitable to the goods and transport method are selected.</p> <p>3.4 Individuals are informed of work requirements and timelines.</p> <p>3.5 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>3.6 Discrepancies in freight are noted and action undertaken in accordance with workplace procedures.</p>
4. Complete organizational process	<p>4.1 Monitoring processes to track the movement of freight are implemented</p> <p>4.2 Reporting requirements are communicated to appropriate personnel</p> <p>4.3 Workplace documents and records are checked for completion and are filed/stored in accordance with workplace procedures</p>
5. Communicate with shipping agents and authorities	<p>5.1 Freight documentation is checked for accuracy and forwarded as appropriate to shipping agents and authorities</p> <p>5.2 Confirmation of dispatch of freight from international carrier is obtained</p> <p>5.3 Arrival of cargo at port of entry is confirmed</p> <p>5.4 Acceptance of freight documentation is confirmed</p> <p>5.5 Payments are authorized</p> <p>5.6 Cargo is on-forwarded from point of entry, where required</p> <p>5.7 Customer is advised that freight has been forwarded to point of destination</p>

Variable	Range
Organization of the transport of freight/goods may include movement of:	<ul style="list-style-type: none"> • goods • equipment • materials • vehicles
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
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 existing, temporary or permanent

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 • standards and guidelines for manual handling
Hazards may include:	<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 may involve:	<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
workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Information/documents may include:	<ul style="list-style-type: none"> • international codes of practice and regulations relevant to the transport of freight • operations manuals, job specifications and procedures and induction documentation • international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • competency standards and training materials

	<ul style="list-style-type: none"> • manufacturers/client specifications, instructions • workplace operating procedures and policies • supplier and/or client instructions • International standards, criteria and certification requirements • communications technology equipment, oral, aural or signed communications • quality assurance and emergency procedures
Applicable procedures and codes may include:	<ul style="list-style-type: none"> • relevant regulations for the import and export of cargo • international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> • International Dangerous Goods Codes • IATA Dangerous Goods by Air regulations • International Explosives Codes • 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	Demonstrate knowledge and skills to: <ul style="list-style-type: none"> • Plan transport operations • Confirm customer requirements • Organize the transport of freight • Complete organizational process • Communicate with shipping agents and authorities 		
Underpinning Knowledge and Attitudes	Demonstrate knowledge of: <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 		
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	<ul style="list-style-type: none"> • Sources of information and documentation needed when organizing the transport of freight and goods • Customer service policies and procedures
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when organizing the transport of freight and goods • Read and interpret instructions, procedures and labels relevant to the organization of the transport of freight and goods • Interpret and follow operational instructions and priorities work • Complete documentation related to the organisation 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	<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 Transport Logistics Operations Level III	
Unit Title	Undertake Rigger/Dogger and Driver Communication
Unit Code	EIS FTL3 13 0913
Unit Descriptor	This unit involves the skills and knowledge required to enable effective communication between riggers/doggers and drivers during a lift including establishing an agreed communications system and trialing and configuring communication arrangements in accordance with regulatory requirements and codes of practice.

Elements	Performance Criteria
1 Establishing agreed communications system	<p>1.1 Forms of signals/communication conforming to Ethiopian Standards and codes of practice are identified.</p> <p>1.2 Methods of communication to be used in crane operations are agreed with relevant personnel.</p>
2 Trial and configure communications	<p>2.1 Communications are trialed and adjusted and/or confirmed as required to ensure a safe and effective lift.</p> <p>2.2 Communications equipment is checked for correct operation and configured in line with legislative and workplace requirements.</p> <p>2.3 Defective equipment is tagged, rejected and reported to authorize personnel for corrective action.</p> <p>2.4 Signals/communications are given both within sight and out of sight of crane operator.</p>
3 Use communication methods during a lift	<p>3.1 Communication methods and systems are used during a lift in accordance with regulatory requirements, manufacturer's instructions and workplace procedures.</p> <p>3.2 Problems identified during communications are reported and immediate action initiated in accordance with workplace procedures and regulatory requirements.</p>

Variable	Range
Signals/communication conforming to Ethiopian Standards and codes of practice	<p>include signals for:</p> <ul style="list-style-type: none"> • stop • raise • lower • slew-left or right • luff-boom up and down • extend and retract booms
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures

	<ul style="list-style-type: none"> • enterprise procedures • organizational procedures • established procedures • site procedures
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> • by day or night • in a variety of weather conditions
Environment of:	<p>may include movement</p> <ul style="list-style-type: none"> • equipment • goods • materials • vehicular traffic
Customers	may be internal or external
Mobile crane	<p>may be any slewing and non-slewing crane and may be involved in work in a range of industry sectors including:</p> <ul style="list-style-type: none"> • construction and demolition • manufacturing • waterfront • mining • primary industry • utilities (electricity, gas, water) • arboricultural • swimming pool • quarrying
Methods used to signal movement of the load	<p>may include:</p> <ul style="list-style-type: none"> • verbal • hand signals in accordance with standards and codes of practice • whistles/hooters in accordance with standards and codes of practice • two-way radios/telephones in accordance with standards and codes of practice • light signals in accordance with standards and codes of practice
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • driver/rigger • other employees and supervisors • other professional or technical staff
Hazards	<p>may include:</p> <ul style="list-style-type: none"> • power lines • noise, light, energy sources • overhead service lines • surrounding buildings, structures, facilities

	<ul style="list-style-type: none"> • underground services • obstructions • uneven or unstable ground and recently filled trenches • stationary and moving machinery and equipment • hazardous or dangerous materials • traffic hazards and congestion • other vehicles and personnel
Hazard management	is consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • sunscreen, sunglasses and safety glasses • two-way radios • high visibility clothing
Requirements for access and/or lift	<p>may include:</p> <ul style="list-style-type: none"> • a range of mobile cranes • site restrictions and procedures • authorities and permits • hours of operation • induction • slings, chains, nets, brackets and other specialized lifting equipment • noise restrictions • personal protective equipment • support trucks • additional gear and equipment • communications equipment
Documentation/records	<p>may include:</p> <ul style="list-style-type: none"> • site plans • Safe Working Load (SWL) and Working Load Limit (WLL) • operations manuals • induction documentation • competency standards and training materials • job specifications and procedures • manufacturers specifications • workplace operating procedures and policies • supplier and/or client instructions • communications technology equipment, oral, aural or signed communications • personal and work area work procedures and practices

	<ul style="list-style-type: none"> • conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> ➤ workplace agreements and awards ➤ occupational health & safety procedures ➤ standards and certification requirements ➤ quality assurance and emergency procedures
Applicable procedures and codes	<p>may include:</p> <ul style="list-style-type: none"> • relevant Federal and/or Regional state regulations and license/permit requirements pertaining to mobile crane operations including dogging and rigging requirements • relevant Ethiopian Standards and certification requirements • relevant Federal and/or Regional state road rules • relevant Federal and/or Regional state OHS legislation • relevant Federal and/or Regional state fatigue management regulations • relevant Federal and/or Regional state 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"> • Establishing agreed communications system • Trial and configure communications • Use communication methods during a lift
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Relevant road rules, regulations, permit and license requirements pertaining to mobile crane operation • Relevant OHS and environmental procedures and regulations • Mobile crane applications, capacities, configurations, safety hazards and control mechanisms • Risks and hazards involved in mobile crane operation and associated action that can be taken to eliminate or minimize the risk • Workplace procedures and statutory regulations concerning the communications between a rigger/dogger and a mobile crane driver before and during a lift • Problems that may occur in communications during a lift and associated action that can be taken to address the problems concerned • Methods used to signal movement of the load during a lift • Communication systems used during a lift
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when conducting a lift

	<ul style="list-style-type: none"> • Read and interpret instructions, procedures, regulations, information and signals relevant to communication between the rigger or dogger and the crane driver • Interpret and follow operational instructions and prioritize work • Operate electronic communication equipment to required protocol • Work collaboratively with others when conducting a lift • 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 in the course of communication between a crane driver and the rigger or dogger in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unanticipated situations that may occur in the course of communication between a crane driver and the rigger or dogger • Apply precautions and required action to minimize, control or eliminate hazards that may exist in the course of communication between a crane driver and the rigger or dogger • Plan own work 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 • Prioritize and multi-task work • Identify and correctly use equipment, processes and procedures • 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: Public Transport Service Support Works Level III	
Unit Title	Maintain Transport Business Image
Unit Code	EIS FTL3 14 0913
Unit Descriptor	This unit of competence covers the competence required to maintain staff dress and grooming standards, maintain the physical appearance of the workplace, implement waste disposal processes, and promote business and services.

Elements	Performance Criteria
1. Maintain physical appearance of the workplace	<p>1.1 Cleanliness and tidiness of the workplace is maintained in accordance with industry and/or enterprise standards of Occupational Health and Safety (OHS).</p> <p>1.2 Workplace is free of rubbish and waste in accordance with industry, OHS and enterprise requirements.</p> <p>1.3 Standards of cleanliness are communicated to staff in accordance with enterprise procedures.</p> <p>1.4 Customer reception area is maintained to enterprise standards.</p> <p>1.5 Defined areas for specific tasks are created and maintained to enterprise requirements.</p> <p>1.6 Facilities and equipment maintenance is planned and regularly carried out.</p> <p>1.7 Enterprise image and signage is displayed consistently throughout the organization.</p>
2. Maintain enterprise dress and grooming standards	<p>2.1 Expectations regarding dress and grooming are communicated to staff on a regular basis.</p> <p>2.2 Standards are updated as needs arise according to enterprise requirements.</p> <p>2.3 Dress and grooming of staff are monitored to ensure standards are met.</p> <p>2.4 Breaches of standards are identified and corrected.</p>
3. Implement waste disposal processes	<p>3.1 Waste disposal is monitored to ensure compliance with environmental, OHS, industry and enterprise requirements.</p> <p>3.2 Recycling opportunities are identified and implemented in accordance with environmental legislative, industry and enterprise standards.</p> <p>3.3 Environment Protection Authority documents are maintained.</p>

4. Promote services provided by the business	<p>4.1 Promotional activities are implemented as planned according to enterprise policies and industry and legal requirements.</p> <p>4.2 Products/services are sold to highest quality level according to enterprise policies, manufacturer/component supplier specifications, and industry and legal requirements.</p> <p>4.3 Sales promotions/campaigns are actively supported.</p>
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Variable	Range
OHS requirements	may include: <ul style="list-style-type: none"> • state industry OHS legislation • award provisions
Defined areas for specific tasks	may include: <ul style="list-style-type: none"> • lunchrooms • work areas for specific tasks (e.g. paint, electrical, transmission and wheel alignment) • warehouse areas • office/administration areas • workshop bays
Standard clothing	may include: <ul style="list-style-type: none"> • overalls • shirts • jacket • trousers • work safety or waterproof footwear • ear plugs/muffs • safety goggles • other personal protection equipment
Waste	may include: <ul style="list-style-type: none"> • materials • products • parts • consumables
Information/ documents	may include: <ul style="list-style-type: none"> • enterprise operating procedures • product manufacturer/component supplier specifications • customer requirements • industry/workplace codes of practice

Evidence Guide	
Critical Aspects of Competence	Must demonstrate in the critical aspects of: <ul style="list-style-type: none"> • maintaining staff dress and grooming standards • maintaining the physical appearance of the workplace

	<ul style="list-style-type: none"> • implementing waste disposal processes • promoting business products and services
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • OHS requirements within the area of operation • industry and enterprise standards and requirements regarding physical appearance of the workplace, dress and grooming • industry and enterprise standards regarding waste disposal processes • enterprise standards regarding promotion of services and products • environmental protection authority regulations and guidelines • advertising codes and requirements for ethical advertising practices • legal obligations and requirements
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • collect, organize and understand information related to enterprise expectations • communicate ideas and information to ensure staff are advised of enterprise requirements • plan and organize activities for waste disposal processes • work with others and in a team by using a team approach to maintain workplace appearance • use mathematical ideas and techniques to budgets associated with sales campaigns • establish diagnostic processes to resolve environmental issues • use the workplace technology related to promote products and services
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 Transport Logistics Operations Level III	
Unit Title	Organize Personal Work Priorities and Development
Unit Code	EIS FTL3 15 0913
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to organize own work schedules, to monitor and obtain feedback on work performance, and to maintain required levels of competence.

Element	Performance Criteria
1. Organize and complete own work schedule	<p>1.1 Ensure that work goals and objectives are understood, negotiated and agreed in accordance with organizational requirements.</p> <p>1.2 Assess and prioritize workload to ensure tasks are completed within identified timeframes.</p> <p>1.3 Identify factors affecting the achievement of work objectives and incorporate contingencies into work plans.</p> <p>1.4 Use business technology efficiently and effectively to manage and monitor scheduling and completion of tasks.</p>
2. Monitor own work performance	<p>2.1 Accurately monitor and adjust personal work performance through self-assessment to ensure achievement of tasks.</p> <p>2.2 Ensure that feedback on performance is actively sought and evaluated from colleagues and clients in the context of individual and group requirements.</p> <p>2.3 Routinely identify and report on variations in the quality of service and products in accordance with organizational requirements.</p> <p>2.4 Identify signs of stress and effects on personal wellbeing.</p> <p>2.5 Identify sources of stress and access appropriate supports and resolution strategies.</p>
3. Coordinate personal skill development and learning	<p>3.1 Identify personal learning needs and skill gaps using self-assessment and advice from colleagues and clients in relation to role and organizational requirements.</p> <p>3.2 Identify, prioritize and plan opportunities for undertaking personal skill development activities in liaison with work groups and relevant personnel.</p>

	<p>3.3 Access, complete and record professional development opportunities to facilitate continuous learning and career development.</p> <p>3.4 Incorporate formal and informal feedback into review of further learning needs.</p>
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Variable	Range
Work goals and objectives may include:	<ul style="list-style-type: none"> • budgetary targets • production targets • reporting deadlines • sales targets • team and individual learning goals • team participation
Organizational requirements may include:	<ul style="list-style-type: none"> • access and equity principles and practice • business and performance plans • defined resource parameters • ethical standards • goals, objectives, plans, systems and processes • legal and organizational policies, guidelines and requirements • OHS policies, procedures and programs • quality and continuous improvement processes and standards • quality assurance and/or procedures manuals
Factors affecting the achievement of work objectives may include:	<ul style="list-style-type: none"> • budget constraints • competing work demands • environmental factors such as time, weather • resource and materials availability • technology/equipment breakdowns • unforeseen incidents • workplace hazards, risks and controls
Business technology may include:	<ul style="list-style-type: none"> • computer applications • computers • email • internet/extranet/intranet • modems • personal schedulers • photocopiers • printers • scanners
Feedback on performance may include:	<ul style="list-style-type: none"> • formal/informal performance appraisals • obtaining feedback from clients • obtaining feedback from supervisors and colleagues

	<ul style="list-style-type: none"> • personal, reflective behavior strategies • routine organizational methods for monitoring service delivery
Signs of stress may include:	<ul style="list-style-type: none"> • absence from work • alcohol or other substance abuse • conflict • poor work performance
Personal wellbeing may include:	<ul style="list-style-type: none"> • cultural • emotional • social • spiritual
Sources of stress may include:	<ul style="list-style-type: none"> • complex tasks • cultural issues • work and family conflict • workloads
Supports and resolution strategies may include:	<ul style="list-style-type: none"> • awareness raising • counseling • Employee Assistance Programs (EAP) • family support • group activities • job design • mediation • sharing load • time off • training
Professional development opportunities	<p>May include:</p> <ul style="list-style-type: none"> • career planning/development • coaching, mentoring and/or supervision • formal/informal learning programs • internal/external training provision • performance appraisals • personal study • quality assurance assessments and recommendations • recognition of current competence/skills recognition • work experience/exchange/opportunities • workplace skills assessment

Evidence Guide

Critical aspects of Competence	<p>Demonstrate knowledge and skill to:</p> <ul style="list-style-type: none"> • Organize and complete own work schedule • Monitor own work performance • coordinate personal skill development and learning
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Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as: <ul style="list-style-type: none"> ➤ anti-discrimination legislation ➤ ethical principles ➤ codes of practice ➤ privacy laws ➤ Occupational Health and Safety (OHS) • organizational policies, plans and procedures • methods to elicit, analyze and interpret feedback • principles and techniques of goal setting, measuring performance, time management and personal assessment • competency standards and how to interpret them in relation to self • Methods to identify and prioritize personal learning needs.
Underpinning Skills	<p>Demonstrate skills of:</p> <ul style="list-style-type: none"> • literacy skills to read and understand the organization's procedures, own work goals and objectives • planning skills to organize work priorities and arrangements • problem-solving skills to solve routine problems • Communication skills to give and receive constructive feedback relating to development needs.
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 Transport Logistics Operations Level III	
Unit Title	Plan Transport Load
Unit Code	EIS FTL3 16 0913
Unit Descriptor	This unit involves the skills and knowledge required to plan transport load in accordance with OHS and other relevant regulatory requirements, including gathering data on the aircraft/train/vehicle load, reviewing and analyzing data, preparing load sheet/plan, and completing and processing required documentation.

Element	Performance Criteria
1. Gather data on the aircraft/train/vehicle load	<p>1.1 Data required to plan transport load is collected using appropriate techniques and technology in accordance with workplace procedures and regulatory requirements and appropriate regulations.</p> <p>1.2 Types of freight to be transported are identified in accordance with workplace procedures and regulatory requirements.</p>
2. Review and analyze data	<p>2.1 Collected data is reviewed using manual and/or computer techniques in accordance with workplace procedures and regulatory requirements.</p> <p>2.2 Analysis of data includes appropriate consideration of aircraft/train/vehicle destination, time, weather, duration of flight/travel, mix of load, aircraft fuel weight and other relevant parameters.</p>
3. Prepare load plan/sheet	<p>3.1 An appropriate load planning/sheet is prepared to all types of freights using manual and/or computerized techniques for the aircraft/train/vehicle concerned in accordance with workplace procedures, aircraft/train/vehicle manuals and loading manual and relevant regulatory requirements.</p> <p>3.2 Prepared load sheet/plan provides for due consideration of aircraft/train/vehicle trim and balance requirements in accordance with the relevant aircraft/train/vehicle loading manual.</p>
4. Complete and process required documentation	<p>4.1 Relevant documentation is prepared and signed in accordance with workplace procedures and regulatory requirements.</p> <p>4.2 Documentation is processed and dispatched to relevant personnel in accordance with workplace procedures, local airport/terminal instructions and relevant regulatory requirements.</p>

Variable	Range
Regulations	<ul style="list-style-type: none"> • international regulations and codes of practice for the transport of dangerous goods by air • relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to the planning of an aircraft load • Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to the planning of an aircraft load • Civil Aviation Act • local instructions • relevant OHS regulation • environmental protection legislation • relevant security regulations
Load planning	<p>May be carried out</p> <ul style="list-style-type: none"> • in any allowable operating and weather conditions • Terminals and airports • in relation to any aircraft types in service in ETHIOPIA on domestic and international flights • accordance with regulatory and workplace requirements
Performance	<p>may be demonstrated:</p> <ul style="list-style-type: none"> • simulation on manual or computer based program
Types of freight	<p>may include but are not limited to:</p> <ul style="list-style-type: none"> • general freight • loose freight • allowable dangerous goods • perishable goods • fragile goods • live freight • passengers baggage • valuables • mail/express • diplomatic and human remains
Persons consulted	<p>During the load planning may include but not limited to</p> <ul style="list-style-type: none"> • Loading agent/supervisor • other members of the work team(s) • supervisors and managers • flight crew • dangerous goods experts and advisors • perishable goods experts and advisors • experts and advisors on the transport of animals and livestock • experts on other special categories of air freight • technical staff

Procedures	<ul style="list-style-type: none"> • company procedures • regulatory bodies requirement
Information/documents may include:	<ul style="list-style-type: none"> • Civil Aviation Safety Regulations relevant to the planning of an aircraft load • relevant IATA regulations • NOTOC, for load notification to aircraft captain • manifests • manual load sheet and trim sheet • weight and balance documentation(AHM) • fuel dockets • load instruction reports • workplace checklists for the planning of an aircraft load • cold chain checklists and guidelines for the air transport of perishable goods • emergency procedures • flight schedules • local instructions • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards

Evidence Guide	
Critical aspects of Competence	Demonstrate knowledge and skill to: <ul style="list-style-type: none"> • Gather data on the aircraft load • Review and analyze data • Prepare load plan/sheet • Complete and process Required documentation
Underpinning Knowledge and Attitudes	Demonstrate knowledge of: <ul style="list-style-type: none"> • Relevant regulatory requirements pertaining to the transport of dangerous goods by air • Relevant OHS and environmental procedures and regulations • Safety principles for the planning of an aircraft load • Characteristics and ways of identifying various types of dangerous goods • Workplace procedures for the planning of an aircraft load • Documentation requirements for the transport of appropriate dangerous goods by air • Risks that exist when carrying out planning of an aircraft load and related risk control procedures and precautions • Problems that may occur when carrying out planning of an aircraft load and appropriate action that should be taken in each case

Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when planning an aircraft load • Read and interpret instructions, regulations, procedures and other information relevant to an aircraft load • Interpret and follow operational instructions and prioritize work • Complete documentation related to an aircraft load • Operate electronic communication equipment to required protocol • Work collaboratively with others when planning an aircraft load • 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 planning an aircraft load in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unexpected events that may arise when planning an aircraft load • Apply precautions and required action to minimise, control or eliminate hazards that may exist when planning an aircraft load • Monitor and anticipate operational problems and hazards and take appropriate action • Monitor work activities in terms of planned schedule • Modify activities dependent on differing workplace contingencies, situations and environments • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Adapt to differences in equipment and operating environment in accordance with standard operating procedures • Select and use required personal protective equipment conforming to industry and OHS standards • Implement OHS procedures and relevant regulations • Identify and correctly use equipment required when planning an aircraft load
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 Transport Logistics Operations Level III	
Unit Title	Use Info technology Devices in the Workplace
Unit Code	EIS FTL3 17 0913
Unit Descriptor	This unit involves the skills and knowledge required to use info technology devices in the workplace including identifying info technology equipment and systems; setting up and shutting down equipment for use; and inputting, retrieving and presenting files/data in accordance with work requirements. Licensing, legislative, regulatory or certification requirements are not applicable to this unit.

Elements	Performance Criteria
1 Identify info technology systems	<p>1.1 Types of info technology equipment used for the work in the work area are identified.</p> <p>1.2 Functions of equipment, component parts and accessories are identified.</p> <p>1.3 Applications for workplace activities of the different info technology equipment and systems are interpreted.</p> <p>1.4 Routine faults in operation systems, software applications and personnel errors are identified.</p> <p>1.5 Sources of information on rectifying/reporting faults with operating equipment, systems and application are identified.</p>
2 Access and operate computer-based equipment and systems	<p>2.1 Work environments and equipment are adjusted to meet ergonomic requirements and workplace procedures and legislation.</p> <p>2.2 Systems are accessed and checked where required for viruses.</p> <p>2.3 Equipment is set up for work requirements in accordance with workplace procedures and manufacturers guidelines.</p> <p>2.4 Operating manuals and/or help screens for info technology equipment and software are used to inform work practices.</p> <p>2.5 Software packages and accessories for required application like computer application are selected and accessed.</p> <p>2.6 Required file and/or data to be accessed are identified.</p> <p>2.7 Files/data are filed according to workplace.</p> <p>2.8 Shut-down procedures for files, applications (like computer applications) and equipment are followed.</p> <p>2.9 Communicate effectively with others when using info technology devices in the workplace.</p>

3 Input, store and present files/data	<p>3.1 Data is entered using appropriate equipment, keyboard/mouse, bar code reader, touch screen or other system.</p> <p>3.2 Accurate input is confirmed.</p> <p>3.3 Files are accessed in accordance with workplace procedures.</p> <p>3.4 Data is manipulated to suit work requirements and checked for accuracy.</p> <p>3.5 Saved files are accessed through relevant directories.</p> <p>3.6 Information and disk(s) are stored where appropriate.</p> <p>3.7 Information is presented using computerized projection facilities where required.</p>
4 Implement workplace procedures for management and security of data	<p>4.1 Security procedures are followed in accordance with workplace procedures.</p> <p>4.2 Precautions are followed against the loss or corruption of data in accordance with workplace procedures.</p>

Variable	Range
Info technology equipment	<p>may include:</p> <ul style="list-style-type: none"> • keyboards • monitors • bar code readers • printers • central processors • CD-ROM drives • floppy disk drives • zip drives • USB drives • touch screens • Personal Digital Assistant (PDA) • visual display units • desktop computers • laptop computers • radio frequency devices • computer driven projectors
Work	<p>may be conducted:</p> <ul style="list-style-type: none"> • in a range of work contexts
The operations	<p>may be conducted:</p> <ul style="list-style-type: none"> • in a range of work environments • by day or night • in a range of typical weather conditions

Personnel in the work area	<p>may include:</p> <ul style="list-style-type: none"> • workplace personnel • site visitors • contractors • official representatives
workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organisational procedures • established procedures
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant state/territory OHS legislation • relevant state/territory environmental protection legislation • workplace relations regulations • workers compensation regulations • Dangerous Goods Code and regulations
Computer applications	<p>may include:</p> <ul style="list-style-type: none"> • word processing software • inventory control and stock management systems • Electronic Data Interchange (EDI) systems • information databases and storage systems • invoicing and payment systems • manifests control systems • work organization systems • networks including intranet/internet browsers • computerized presentation software • computerized control/monitoring systems
Workplaces	<p>may comprise:</p> <ul style="list-style-type: none"> • large, medium or small worksites
Communication in the Work area	<p>may include:</p> <ul style="list-style-type: none"> • phone/mobile phones • Electronic Data Interchange (EDI) • fax • email • internet • radio • oral, aural or signed communications
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • goods identification numbers and codes • manifests, bar codes, goods and container identification/serial number • manufacturer's instructions concerning the use computing equipment

	<ul style="list-style-type: none"> • workplace procedures and policies for the use of computer equipment • supplier and/or client instructions • material safety data sheets • relevant codes of practice • safe working or other notices • relevant legislation, regulations and related documentation • award, enterprise bargaining agreement, other industrial arrangements • standards and certification requirements • quality assurance procedures • emergency procedures
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Evidence Guide	
Critical Aspects of Competence	Demonstrate knowledge and skills to: <ul style="list-style-type: none"> • Identify info technology systems • Access and operate computer-based equipment and systems • Input, store and present files/data • Implement workplace procedures for management and security of data
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: <ul style="list-style-type: none"> • Relevant OHS procedures and guidelines concerning the use of computer equipment in the workplace • OHS risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards • Workplace procedures for the use of computer equipment and application software appropriate for work role • Typical problems that can occur when using info-technology devices, and computer applications in the workplace and related appropriate action that can be taken to prevent or solve them • Housekeeping standards and procedures required in the workplace • Workplace or site layout
Underpinning Skills	Demonstrates skills to: <ul style="list-style-type: none"> • Communicate effectively with others when using info-technology devices in the workplace • Read and interpret instructions, procedures, information and manuals relevant to the use of info-technology devices in the workplace • Interpret and follow operational instructions and prioritize work • Access and/or complete electronic documentation through the use of info-technology devices in the workplace

	<ul style="list-style-type: none"> • Identify and use computer equipment, software, processes and procedures required within the context of the job • Work collaboratively with others when using info-technology devices in the workplace • Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when using info-technology devices in the workplace in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unanticipated situations that may arise when using info-technology devices in the workplace including the use of security and backup software and procedures • Apply precautions and required action to minimize, control or eliminate hazards that may exist when using info-technology devices in the workplace • 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 • Adapt to differences in software and equipment in accordance with standard operating procedures • Maintain eye-hand coordination
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 Transport Logistics Operations Level III	
Unit Title	Monitor Implementation of Work Plan/Activities
Unit Code	EIS FTL3 18 0913
Unit Descriptor	This unit covers competence required to oversee and monitor the quality of work operations within an enterprise. This unit may be carried out by team leaders or supervisors.

Elements	Performance Criteria
1. Monitor and improve workplace operations	<p>1.1 Efficiency and service levels are monitored on an ongoing basis.</p> <p>1.2 Operations in the workplace support overall enterprise goals and quality assurance initiatives.</p> <p>1.3 Quality problems and issues are promptly identified and adjustments are made accordingly.</p> <p>1.4 Procedures and systems are changed in consultation with colleagues to improve efficiency and effectiveness.</p> <p>1.5 Colleagues are consulted about ways to improve efficiency and service levels.</p>
2. Plan and organise workflow	<p>2.1 Current workload of colleagues is accurately assessed.</p> <p>2.2 Work is scheduled in a manner which enhances efficiency and customer service quality.</p> <p>2.3 Work is delegated to appropriate people in accordance with principles of delegation.</p> <p>2.4 Workflow is assessed against agreed objectives and timelines and colleagues are assisted in prioritisation of workload.</p> <p>2.5 Input is provided to appropriate management regarding staffing needs.</p>
3. Maintain workplace records	<p>3.1 Workplace records are accurately completed and submitted within required timeframes.</p> <p>3.2 Where appropriate completion of records is delegated and monitored prior to submission.</p>
4. Solve problems and make decisions	<p>4.1 Workplace problems are promptly identified and considered from an operational and customer service perspective.</p> <p>4.2 Short term action is initiated to resolve the immediate problem where appropriate.</p> <p>4.3 Problems are analysed for any long term impact and potential solutions are assessed and actioned in consultation with relevant colleagues.</p>

	<p>4.4 Where problem is raised by a team member, they are encouraged to participate in solving the problem.</p> <p>4.5 Follow up action is taken to monitor the effectiveness of solutions in the workplace.</p>
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Variables	Range
Problems	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • difficult customer service situations • equipment breakdown/technical failure • delays and time difficulties • competence
Workplace records	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> • staff records and regular performance reports

Evidence Guide	
Critical Aspects of Competence	<p>Assessment must confirm appropriate knowledge and skills to:</p> <ul style="list-style-type: none"> • ability to effectively monitor and respond to a range of common operational and service issues in the workplace • understanding of the role of staff involved in workplace monitoring • knowledge of quality assurance, principles of workflow planning, delegation and problem solving
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • roles and responsibilities in monitoring work operations • overview of leadership and management responsibilities • principles of work planning and principles of delegation • typical work organization methods appropriate to the sector • quality assurance principles and time management • problem solving and decision making processes • industrial and/or legislative issues which affect short term work organization as appropriate to industry sector
Underpinning Skills	<p>Demonstrate skills of:</p> <ul style="list-style-type: none"> • monitoring and improving workplace operations • planning and organizing workflow • maintaining workplace records
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 Transport Logistics Operations Level III	
Unit Title	Apply Quality Control
Unit Code	EIS FTL3 19 0913
Unit Descriptor	This unit covers the knowledge, attitudes and skills required in applying quality control in manufacturing works.

Elements	Performance Criteria
1. Implement quality standards	<p>1.1 Agreed quality standard and procedures are acquired and confirmed.</p> <p>1.2 Standard procedures are introduced to organizational staff / personnel.</p> <p>1.3 Quality standard and procedures documents are provided to employees in accordance with the organization policy.</p> <p>1.4 Standard procedures are revised / updated when necessary.</p>
2. Assess quality of service delivered	<p>2.1 Services delivered are checked against organization quality standards and specifications.</p> <p>2.2 Service delivered are evaluated using the appropriate evaluation quality parameters and in accordance with organization standards.</p> <p>2.3 Causes of any identified faults are identified and corrective actions are taken in accordance with organization policies and procedures.</p>
3. Record information	<p>3.1 Basic information on the quality performance is recorded in accordance with organization procedures.</p> <p>3.2 Records of work quality are maintained according to the requirements of the organization.</p>
4. Study causes of quality deviations	<p>4.1 Causes of deviations from final outputs or services are investigated and reported in accordance with organization procedures.</p> <p>4.2 Suitable preventive action is recommended based on organization quality standards and identified causes of deviation from specified quality standards of final service or output.</p>
5. Complete documentation	<p>5.1 Information on quality and other indicators of service performance is recorded.</p> <p>5.2 All service processes and outcomes are recorded.</p>

Variable	Range
Quality check	<ul style="list-style-type: none"> • Check against design / specifications • Visual inspection and Physical inspection
Quality standards	<ul style="list-style-type: none"> • materials • components • process • procedures
Quality parameters	<ul style="list-style-type: none"> • standard design / specifications • material specification

Evidence Guide	
Critical Aspects of Competence	<p>Assessment requires evidence that the candidate to:</p> <ul style="list-style-type: none"> • Check completed work continuously against organization standard • Identify and isolate faulty or poor service • Check service delivered against organization standards • Identify and apply corrective actions on the causes of identified faults or error • Record basic information regarding quality performance • Investigate causes of deviations of services against standard • Recommend suitable preventive actions
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant quality standards, policies and procedures • Characteristics of services • Safety environment aspects of service processes • Evaluation techniques and quality checking procedures • Workplace procedures and reporting procedures
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • interpret work instructions, specifications and standards appropriate to the required work or service • carry out relevant performance evaluation • maintain accurate work records • meet work specifications and requirements • communicate effectively within defined workplace 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 Transport Logistics Operations Level III	
Unit Title	Lead Workplace Communication
Unit Code	EIS FTL3 20 0913
Unit Descriptor	This unit covers the knowledge, attitudes and skills needed to lead in the dissemination and discussion of information and issues in the workplace.

Elements	Performance Criteria
1. Communicate information about workplace processes	1.1 Appropriate communication method is selected. 1.2 Multiple operations involving several topics areas are communicated accordingly. 1.3 Questions are used to gain extra information. 1.4 Correct sources of information are identified. 1.5 Information is selected and organized correctly. 1.6 Verbal and written reporting is undertaken when required. 1.7 Communication skills are maintained in all situations.
2. Lead workplace discussion	2.1 Response to workplace issues is sought. 2.2 Response to workplace issues are provided immediately. 2.3 Constructive contributions are made to workplace discussions on such issues as production, quality and safety. 2.4 Goals/objectives and action plan undertaken in the workplace are communicated.
3. Identify and communicate issues arising in the workplace	3.1 Issues and problems are identified as they arise. 3.2 Information regarding problems and issues are organized coherently to ensure clear and effective communication. 3.3 Dialogue is initiated with appropriate staff/personnel. 3.4 Communication problems and issues are raised as they arise.

Variable	Range
Methods of communication	<ul style="list-style-type: none"> • Non-verbal gestures • Verbal • Face to face • Two-way radio • Speaking to groups • Using telephone • Written • Using Internet and Cell phone

Evidence Guide	
Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • Deal with a range of communication/information at one time • Make constructive contributions in workplace issues • Seek workplace issues effectively • Respond to workplace issues promptly • Present information clearly and effectively written form • Use appropriate sources of information • Ask appropriate questions • Provide accurate information
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Organization requirements for written and electronic communication methods • Effective verbal communication methods
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Organize information • Understand and convey intended meaning • Participate in variety of workplace discussions • Comply with organization requirements for the use of written and electronic communication methods
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 Transport Logistics Operations Level III	
Unit Title	Lead Small Teams
Unit Code	EIS FTL3 21 0913
Unit Descriptor	This unit covers the knowledge, attitudes and skills to lead small teams including setting and maintaining team and individual performance standards.

Elements	Performance Criteria
1. Provide team leadership	<p>1.1 Work requirements are identified and presented to team members.</p> <p>1.2 Reasons for instructions and requirements are communicated to team members.</p> <p>1.3 Team members' queries and concerns are recognized, discussed and dealt with.</p>
2. Assign responsibilities	<p>2.1 Duties and responsibilities are allocated having regard to the skills, knowledge and aptitude required to properly undertake the assigned task and according to company policy.</p> <p>2.2 Duties are allocated having regard to individual preference, domestic and personal considerations, whenever possible.</p>
3. Set performance expectations for team members	<p>3.1 Performance expectations are established based on client needs and according to assignment requirements.</p> <p>3.2 Performance expectations are based on individual team members' duties and area of responsibility.</p> <p>3.3 Performance expectations are discussed and disseminated to individual team members.</p>
4. Supervised team performance	<p>4.1 Monitoring of performance takes place against defined performance criteria and/or assignment instructions and corrective action taken if required.</p> <p>4.2 Team members are provided with feedback, positive support and advice on strategies to overcome any deficiencies.</p> <p>4.3 Performance issues which cannot be rectified or addressed within the team are referenced to appropriate personnel according to employer policy.</p> <p>4.4 Team members are kept informed of any changes in the priority allocated to assignments or tasks which might impact on client/customer needs and satisfaction.</p> <p>4.5 Team operations are monitored to ensure that employer/ client needs and requirements are met.</p>

	<p>4.6 Follow-up communication is provided on all issues affecting the team.</p> <p>4.7 All relevant documentation is completed in accordance with company procedures.</p>
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Variable	Range
Work requirements	<ul style="list-style-type: none"> • client profile • assignment instructions
Team members' queries and concerns	<ul style="list-style-type: none"> • roster/shift details
Monitor performance	<ul style="list-style-type: none"> • formal process • informal process
Feedback	<ul style="list-style-type: none"> • formal and informal processes

Evidence Guide	
Critical Aspects of Competence	<p>Assessment requires evidence that the candidate to:</p> <ul style="list-style-type: none"> • maintain or improve individuals and/or team performance given a variety of possible scenario • assess and monitor team and individual performance against set criteria • represent concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf • allocate duties and responsibilities, having regard to individual's knowledge, skills and aptitude and the needs of the tasks to be performed • set and communicate performance expectations for a range of tasks and duties within the team and provided feedback to team members
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of</p> <ul style="list-style-type: none"> • maintaining or improving individuals and/or team performance given a variety of possible scenario • assessing and monitoring team and individual performance against set criteria • representing concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf • allocating duties and responsibilities, having regard to individual's knowledge, skills and aptitude and the needs of the tasks to be performed • setting and communicating performance expectations for a range of tasks and duties within the team and providing feedback to team members

Underpinning Skills	<ul style="list-style-type: none"> • communication skills required for leading teams • informal performance counseling skills • team building skills • negotiating skills
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 Transport Logistics Operations Level III	
Unit Title	Improve Business Practice
Unit Code	EIS FTL3 22 0913
Unit Descriptor	This unit covers the skills, knowledge and attitudes required in promoting, improving and growing business operations.

Elements	Performance Criteria
1. Diagnose the business	1.1 Data required for diagnosis is determined and acquired. 1.2 Competitive advantage of the business is determined from the data. 1.3 SWOT analysis of the data is undertaken.
2. Benchmark the business	2.1 Sources of relevant benchmarking data are identified. 2.2 Key indicators for benchmarking are selected in consultation with key stakeholders. 2.3 Like indicators of own practice are compared with benchmark indicators. 2.4 Areas for improvement are identified.
3. Develop plans to improve business performance	3.1 A consolidated list of required improvements is developed. 3.2 Cost-benefit ratios for required improvements are determined. 3.3 Work flow changes resulting from proposed improvements are determined. 3.4 Proposed improvements are ranked according to agreed criteria. 3.5 An action plan is developed and agreed to implement the top ranked improvements. 3.6 Organizational structures are checked to ensure they are suitable.
4. Develop marketing and promotional plans	4.1 The practice vision statement is reviewed. 4.2 Practice objectives are developed/reviewed. 4.3 Target markets are identified/refined. 4.4 Market research data is obtained. 4.5 Competitor analysis is obtained. 4.6 Market position is developed/reviewed. 4.7 Practice brand is developed.

	<p>4.8 Benefits of practice/practice products/services are identified.</p> <p>4.9 Promotion tools are selected/developed.</p>
5. Develop business growth plans	<p>5.1 Plans are developed to increase yield per existing client.</p> <p>5.2 Plans are developed to add new clients.</p> <p>5.3 Proposed plans are ranked according to agreed criteria.</p> <p>5.4 An action plan is developed and agreed to implement the top ranked plans.</p> <p>5.5 Practice work practices are reviewed to ensure they support growth plans.</p>
6. Implement and monitor plans	<p>6.1 Implementation plan is developed in consultation with all relevant stakeholders.</p> <p>6.2 Indicators of success of the plan are agreed.</p> <p>6.3 Implementation is monitored against agreed indicators.</p> <p>6.4 Implementation is adjusted as required.</p>

Variable	Range
Data required includes:	<ul style="list-style-type: none"> • organization capability • appropriate business structure • level of client service which can be provided • internal policies, procedures and practices • staff levels, capabilities and structure • market, market definition • market changes/market segmentation • market consolidation/fragmentation • revenue • level of commercial activity • expected revenue levels, short and long term • revenue growth rate • break even data • pricing policy • revenue assumptions • business environment • economic conditions • social factors • demographic factors • technological impacts • political/legislative/regulative impacts • competitors, competitor pricing and response to pricing • competitor marketing/branding and competitor products

Competitive advantage includes:	<ul style="list-style-type: none"> • services/products • fees • location and timeframe
SWOT analysis includes:	<ul style="list-style-type: none"> • internal strengths such as staff capability, recognized quality • internal weaknesses such as poor morale, under-capitalization, poor technology • external opportunities such as changing market and economic conditions • external threats such as industry fee structures, strategic alliances, competitor marketing
Key indicators may include:	<ul style="list-style-type: none"> • salary cost and staffing • personnel productivity (particularly of principals) • profitability • fee structure • client base • size staff/principal and overhead/overhead control
Organizational structures include:	<ul style="list-style-type: none"> • Legal structure (partnership, Limited Liability Company, etc.) • organizational structure/hierarchy • reward schemes
Objectives should be 'SMART' , that:	<ul style="list-style-type: none"> • S: Specific • M: Measurable • A: Achievable • R: Realistic and T: Time defined
Market research data includes:	<ul style="list-style-type: none"> • data about existing clients • data about possible new clients • data from internal sources • data from external sources such as: <ul style="list-style-type: none"> ➤ trade associations/journals ➤ Yellow Pages small business surveys ➤ libraries ➤ Internet ➤ Chamber of Commerce ➤ client surveys ➤ industry reports and secondary market research • primary market research such as: <ul style="list-style-type: none"> ➤ telephone surveys ➤ personal interviews and mail surveys
Competitor analysis	<ul style="list-style-type: none"> • competitor offerings • competitor promotion strategies and activities • competitor profile in the market place
Market position	<ul style="list-style-type: none"> • product • the good or service provided

	<ul style="list-style-type: none"> • product mix • the core product - what is bought • the tangible product - what is perceived • the augmented product - total package of consumer • features/benefits • product differentiation from competitive products • new/changed products • Price and pricing strategies (cost plus, supply/demand, ability to pay, etc.) • Pricing objectives (profit, market penetration, etc.) • cost components • market position • distribution strategies • marketing channels • promotion • promotional strategies • target audience • communication and promotion budget
Practice brand may include:	<ul style="list-style-type: none"> • practice image • practice logo/letter head/signage • phone answering protocol • facility decor • slogans • templates for communication/invoicing • style guide • writing style • AIDA (Attention, Interest, Desire and Action)
Benefits may include:	<ul style="list-style-type: none"> • features as perceived by the client • benefits as perceived by the client
Promotion tools include:	<ul style="list-style-type: none"> • networking and referrals • seminars • advertising • press releases • publicity and sponsorship • brochures • newsletters (print and/or electronic) • websites • direct mail • telemarketing/cold calling
Yield per existing client may be increased by:	<ul style="list-style-type: none"> • raising charge out rates/fees • packaging fees • reduce discounts and sell more services to existing clients

Evidence Guide	
Critical Aspects of Competence	<p>The candidate must be able to demonstrate:</p> <ul style="list-style-type: none"> • ability to identify the key indicators of business performance • ability to identify the key market data for the business • knowledge of a wide range of available information sources • ability to acquire information not readily available within a business • ability to analyze data and determine areas of improvement • ability to negotiate required improvements to ensure implementation • ability to evaluate systems against practice requirements and form recommendations and/or make recommendations • ability to assess the accuracy and relevance of information
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • data analysis • communication skills • computer skills to manipulate data and present information • negotiation skills • problem solving • planning skills • marketing principles • ability to acquire and interpret relevant data • current product and marketing mix • use of market intelligence • development and implementation strategies of promotion and growth plans
Underpinning Skills	<p>Demonstrates skill in:</p> <ul style="list-style-type: none"> • data analysis and manipulation • ability to acquire and interpret required data, current practice systems and structures and sources of relevant benchmarking data • applying methods of selecting relevant key benchmarking indicators • communication skills • working and consulting with others when developing plans for the business • planning skills, negotiation skills and problem solving • using computers to manipulate, present and distribute information

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 Transport Logistics Operations Level III	
Unit Title	Prevent and Eliminate MUDA
Unit Code	EIS FTL3 23 0913
Unit Descriptor	This unit of competence covers the knowledge, skills and attitude required by a worker to prevent and eliminate MUDA/wastes in his/her their workplace. It covers responsibility for the day-to-day operation of the work and ensures Kaizen elements are continuously improved and institutionalized.

Elements	Performance Criteria
1. Prepare for work.	<p>1.1 Work instructions are used to determine job requirements, including method, material and equipment.</p> <p>1.2 Job specifications are read and interpreted following working manual.</p> <p>1.3 OHS requirements, including dust and fume collection, breathing apparatus and eye and ear personal protection needs are observed throughout the work.</p> <p>1.4 Appropriate material is selected for work.</p> <p>1.5 Safety equipment and tools are identified and checked for safe and effective operation.</p>
2. Identify MUDA.	<p>2.1 Plan of MUDA identification is prepared and implemented.</p> <p>2.2 Causes and effects of MUDA are discussed.</p> <p>2.3 Tools and techniques are used to draw and analyze current situation of the work place.</p> <p>2.4 Wastes/MUDA are identified and measured based on relevant procedures.</p> <p>2.5 Identified and measured wastes are reported to relevant personnel.</p>
3. Eliminate wastes/MUDA.	<p>3. 1. Plan of MUDA elimination is prepared and implemented.</p> <p>3. 2. Necessary attitude and the ten basic principles for improvement are adopted to eliminate waste/MUDA.</p> <p>3. 3. Tools and techniques are used to eliminate wastes/MUDA based on the procedures and OHS.</p> <p>3. 4. Wastes/MUDA are reduced and eliminated in accordance with OHS and organizational requirements.</p> <p>3. 5. Improvements gained by elimination of waste/MUDA are reported to relevant bodies.</p>

<p>4. Prevent occurrence of wastes/MUDA.</p>	<p>4.1 Plan of MUDA prevention is prepared and implemented.</p> <p>4.2 Standards required for machines, operations, defining normal and abnormal conditions, clerical procedures and procurement are discussed and prepared.</p> <p>4.3 Occurrences of wastes/MUDA are prevented by using visual and auditory control methods.</p> <p>4.4 Waste-free workplace is created using 5W and 1H sheet.</p> <p>4.5 The completion of required operation is done in accordance with standard procedures and practices.</p> <p>4.6 The updating of standard procedures and practices is facilitated.</p> <p>4.7 The capability of the work team that aligns with the requirements of the procedure is ensured.</p>
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Variable	Range
OHS requirements	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Are to be in accordance with legislation/ regulations/codes of practice and enterprise safety policies and procedures. This may include protective clothing and equipment, use of tooling and equipment, workplace environment and safety, handling of material, use of fire fighting equipment, enterprise first aid, hazard control and hazardous materials and substances. • Personal protective equipment is to include that prescribed under legislation/regulations/codes of practice and workplace policies and practices. • Safe operating procedures are to include, but are not limited to the conduct of operational risk assessment and treatments associated with workplace organization. • Emergency procedures related to this unit are to include but may not be limited to emergency shutdown and stopping of equipment, extinguishing fires, enterprise first aid requirements and site evacuation.
Safety equipment and tools	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • dust masks / goggles • glove • working cloth • first aid • safety shoes
Tools and techniques	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Plant Layout • Process flow • Other Analysis tools

	<ul style="list-style-type: none"> • Do time study by work element • Measure Travel distance • Take a photo of workplace • Measure Total steps • Make list of items/products, who produces them and who uses them & those in warehouses, storages etc. • Focal points to Check and find out existing problems • 5S • Layout improvement • Brainstorming • Andon • U-line • In-lining • Unification • Multi-process handling & Multi-skilled operators • A.B. control (Two point control) • Cell production line • TPM (Total Productive Maintenance)
Relevant procedures	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Make waste visible • Be conscious of the waste • Be accountable for the waste. • Measure the waste.
The ten basic principles for improvement	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Throw out all of your fixed ideas about how to do things. • Think of how the new method will work- not how it won. • Don't accept excuses. Totally deny the status quo. • Don't seek perfection. A 50 percent implementation rate is fine as long as it's done on the spot. • Correct mistakes the moment they are found. • Don't spend a lot of money on improvements. • Problems give you a chance to use your brain. • Ask "why?" at least five times until you find the ultimate cause. • Ten people's ideas are better than one person's. • Improvement knows no limits.
Visual and auditory control methods	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Red Tagging • Sign boards • Outlining • Andons • Kanban, etc.

5W and 1H	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Who • What • Where • When • Why • How
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Evidence Guide	
Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • discuss why wastes occur in the workplace • discuss causes and effects of wastes/MUDA in the workplace • analyze the current situation of the workplace by using appropriate tools and techniques • identify, measure, eliminate and prevent occurrence of wastes by using appropriate tools and techniques • use 5W and 1H sheet to prevent
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Targets of customers and manufacturer/service provider • Traditional and kaizen thinking of price setting • Kaizen thinking in relation to targets of manufacturer/service provider and customer • value • The three categories of operations • the 3“MU” • waste/MUDA • wastes occur in the workplace • The 7 types of MUDA • The Benefits of identifying and eliminating waste • Causes and effects of 7 MUDA • Procedures to identify MUDA • Necessary attitude and the ten basic principles for improvement • Procedures to eliminate MUDA • Prevention of wastes • Methods of waste prevention • Definition and purpose of standardization • Standards required for machines, operations, defining normal and abnormal conditions, clerical procedures and procurement • Methods of visual and auditory control • TPM concept and its pillars

	<ul style="list-style-type: none"> • Relevant Occupational Health and Safety (OHS) and environment requirements • Plan and report • Method of communication
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • draw & analyze current situation of the work place • use measurement apparatus (stop watch, tape, etc.) • calculate volume and area • use and follow checklists to identify, measure and eliminate wastes/MUDA • identify and measure wastes/MUDA in accordance with OHS and procedures • use tools and techniques to eliminate wastes/MUDA in accordance with OHS procedure • apply 5W and 1H sheet • update and use standard procedures for completion of required operation • work with others • read and interpret documents • observe situations • solve problems • communicate • gather evidence by using different means • report activities and results using report 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	<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.



TRANSPORT AND LOGISTICS

Level V

Logistics Operations Management
OS

Freight Forwarding Operations Management
OS

Level IV

Terminal Cargo Operation Supervision
OS

Freight Transport Logistics Operations Supervision
OS

Material Logistics Operations Supervision
OS

Freight Forwarding Operations Supervision
OS

Level III

Terminal Cargo Operation
OS

Freight Transport Logistics Operations
OS

Warehouse Operations
OS

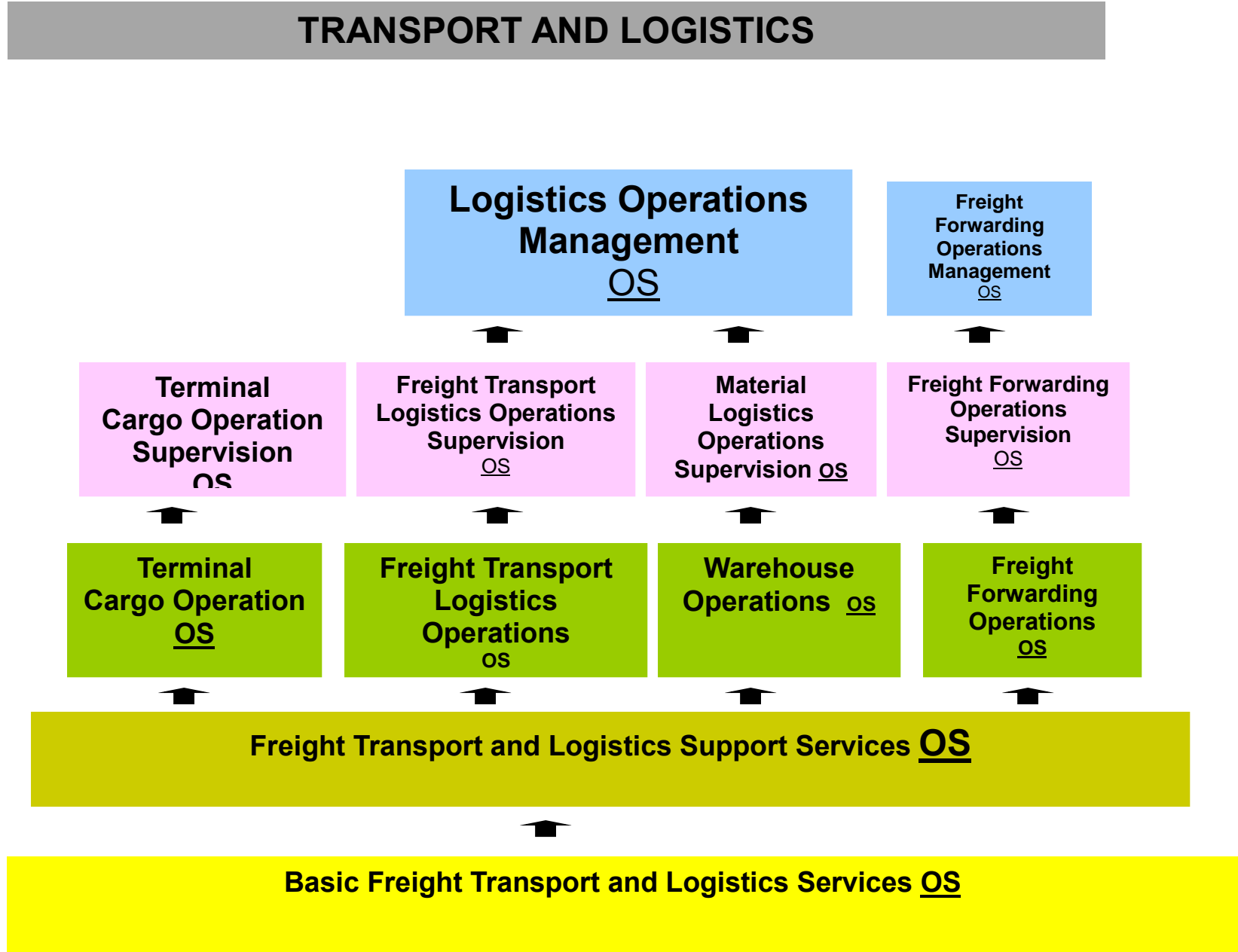
Freight Forwarding Operations
OS

Level II

Freight Transport and Logistics Support Services
OS

Level I

Basic Freight Transport and Logistics Services
OS



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We wish to extend thanks and appreciation to the many representatives of business, industry, academe and government agencies who donated their time and expertise to the development of this occupational standard.

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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.
If you would like someone to personally contact you, please provide the following information:
Name:
Region:
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Contact preference: <input type="checkbox"/> Phone <input type="checkbox"/> E-mail
Please, leave a comment.

Thank you for your time and consideration to complete this. For additional comments, please contact us on:

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