



Federal Democratic Republic of Ethiopia

OCCUPATIONAL STANDARD

FREIGHT TRANSPORT LOGISTICS
OPERATIONS SUPERVISION

NTQF Level IV



*Ministry of Education
September 2013*

Introduction

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

The 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 Supervision			
Occupational Code: EIS FTS			
NTQF Level IV			
EIS FTS4 01 0913 Implement and Coordinate Accident-Emergency Procedures	EIS FTS 4 02 0913 Develop Plans to Meet Customer and Organizational Needs	EIS FTS4 03 0913 Implement, Dangerous Goods Transport Procedures within the Workplace	
EIS FTS4 04 0913 Monitor Transport Operations	EIS FTS4 05 0913 Undertake Freight Transport Service Marketing	EIS FTS4 06 0913 Implement and Monitor Logistics Planning and Process	
EIS FTS4 07 0913 Organize Marshalling and Shunting Operations	EIS FTS4 08 0913 Organize Transport of Freight or Goods	EIS FTS4 09 0913 Organize Transport Workload	
EIS FTS4 10 0913 Coordinate Transport Activities	EIS FTS4 11 0913 Coordinate Fleet Control Logistics	EIS FTS4 12 0913 Develop Transport Plans and Schedules	
EIS FTS4 13 0913 Ensure Compliance with Ethiopian Dangerous Goods Code	EIS FTS4 14 0913 Implement and supervise transport regulations compliance systems	EIS FTS4 15 0913 Inspect Vehicle Systems and Determine Preferred Repair Action	
EIS FTS4 16 0913 Apply Workplace Statistics	EIS FTS4 17 0913 Plan and Control Daily Transport Operations	EIS FTS4 18 0913 Monitor Rosters	
EIS FTS4 19 0913 Manage Work Activities	EIS FTS4 20 0913 Plan and Organize Work	EIS FTS4 21 0913 Migrate to New Technology	
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EIS FTS4 22 0913

Establish Quality Standards

EIS FTS4 23 0913

Develop Individuals and Team

EIS FTS4 24 0913

Utilize Specialized Communication Skills

EIS FTS4 25 0913

Manage and Maintain Small/Medium Business Operations

EIS FTS4 26 0913

Apply Problem Solving Techniques and Tools

Occupational Standard: Freight Transport Logistics Operations Supervision Level IV	
Unit Title	Implement and Coordinate Accident-Emergency Procedures
Unit Code	EIS FTS4 01 0913
Unit Descriptor	This unit involves the skills and knowledge required to implement and coordinate accident-emergency procedures, including responding to the incident, conducting on-site activities, and completing follow-up actions.

Elements	Performance Criteria
1. Respond to the incident	<p>1.1 Details of incidents, accidents and emergencies are received, analyses and confirmed.</p> <p>1.2 Immediate coordination requirements are identified and action in accordance with work place procedures.</p> <p>1.3 Travel to the incident site is done by the shortest, fastest, legal means and routes.</p>
2. Coordinate on-site activities	<p>2.1 Control of site activities is assumed on arrival and the operator and other authorities present are information and documentation of this action.</p> <p>2.2 Assistance is provided to clients and work operators within the limitations of duty of care and organization requirements.</p> <p>2.3 Details of personnel, including names and nature of injuries, are notified to relevant personnel, following enterprise procedures.</p> <p>2.4 Assistance is provided to relevant authorities within legal and policy limitations.</p>
3. Complete follow-up actions	<p>3.1 Details of affected personnel, including names, nature of injuries and follow-up treatments are notified to next-of-kin in accordance with organization procedures.</p> <p>3.2 Incidents resulting in a near miss, accident or emergency are investigated and a report, including recommendations, is completed in accordance with enterprise policies and procedures.</p> <p>3.3 Accident procedures and emergency requirement plans are reviewed for effectiveness and recommendations for changes are prepared and submitted to appropriate persons.</p>

Variable	Range
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> company procedures

	<ul style="list-style-type: none"> • enterprise procedures • organisational and established procedures
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • workplace emergency/fire/accident procedures • workplace procedures for the use of emergency equipment and personal protection equipment • first aid instructions and procedures • manufacturer's instructions concerning the use and servicing of equipment • manifests, bar codes, goods and container identification goods identification numbers and codes • material safety data sheets • codes of practice including the Dangerous Goods Code • IMDG code markings, HAZCHEM codes and where applicable emergency information panels • relevant legislation, regulations and related documentation related to emergency response situations • award, enterprise bargaining agreement, other industrial arrangements • quality assurance procedures • supplier and/or client advice on the hazards involved with goods or cargo
Work	<p>may be conducted in:</p> <ul style="list-style-type: none"> • restricted spaces • exposed conditions • controlled or open environments • in a range of work environments and weather conditions by day or night
Workplaces	may comprise large, medium or small worksites
Action to be taken in the event of an accident-emergency	<p>may include:</p> <ul style="list-style-type: none"> • identifying and following established emergency procedures • assessing the nature and extent of the emergency • rendering assistance and first aid • isolating and coordinating safety of the scene • alerting relevant organisational personnel and emergency services • recording relevant information and reporting on accident/emergency situation in accordance with regulatory and workplace requirements <p>may be conducted in:</p> <ul style="list-style-type: none"> • restricted spaces • exposed conditions • controlled or open environments

Emergency equipment	<p>may include:</p> <ul style="list-style-type: none"> • first aid kit • fire extinguishers • fire hose • fire blanket and resuscitation equipment
Customers	may be internal or external
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 and materials • accidents involving chemicals, toxic substances and other harmful substances • accidents involving equipment and vehicles • explosion and/or fire • personal accidents including lifting injuries • waste management and disposal • violent incidents such as armed robberies
Consultative processes	<p>may include:</p> <ul style="list-style-type: none"> • workplace personnel and management • designated workplace emergency officers • Emergency services personnel including ambulance, police, fire services, etc. • union representatives • industrial relations and OHS specialists • other professional or technical staff • site visitors, contractors and official representatives
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • phone • electronic data interchange • fax • email • internet • radio, oral, aural or signed communications
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 and breathing apparatus
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 • emergency procedures regulations • dangerous goods and hazardous goods regulations

	<ul style="list-style-type: none"> • relevant Ethiopian standards and certification including e • workplace relations and workers compensation regulations
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Evidence Guide	
Critical Aspect of Competence	<p>Must demonstrate knowledge and skills competency to:</p> <ul style="list-style-type: none"> • Types of accidents and emergencies that can occur in a workplace and the appropriate action to be taken in each case • Types of emergency equipment in the workplace and instructions for its use • Relevant OHS and other regulatory codes, procedures and guidelines concerning response to accidents and emergencies • Communicate effectively with others when implementing and coordinating accident and emergency procedures • Read and interpret instructions, procedures, information and signs relevant to the implementation and coordination of accident and emergency procedures
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant OHS and other regulatory codes, procedures and guidelines concerning response to accidents and emergencies • Risks and hazards in the workplace and related precautions to control the risk • Workplace procedures and policies for responding to accident/emergency situations • Types of accidents and emergencies that can occur in a workplace and the appropriate action to be taken in each case • Types of emergency equipment in the workplace and instructions for its use • Site layout and obstacles • Means to control and organise the accident scene, provide practical assistance and cooperate with others at the scene • Focus of operation of work systems, equipment, management and site operating systems
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when implementing and coordinating accident and emergency procedures • Read and interpret instructions, procedures, information and signs relevant to the implementation and coordination of accident and emergency procedures • Identify containers and goods coding, IMDG markings and where applicable emergency information panels • Interpret and follow operational instructions and prioritise work • Complete documentation related to the implementation and coordination of accident and emergency procedures

	<ul style="list-style-type: none"> • Operate electronic communication equipment to required protocols • Work collaboratively with others when implementing and coordinating accident and emergency procedures • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when implementing and coordinating accident and emergency procedures in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unplanned events that may occur when implementing and coordinating accident and emergency procedures • Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Identify, select and use emergency 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: Freight Transport Logistics Operations Supervision Level IV	
Unit Title	Develop Plans to Meet Customer and Organizational Needs
Unit Code	EIS FTS 4 02 0913
Unit Descriptor	This unit involves the skills and knowledge required to develop plans to meet customer and organization needs, including contributing to strategic planning, analyzing market needs, contributing to business documentation, and communicating on planning matters with other members of the organization.

Elements	Performance Criteria
1. Contribute to strategic planning	<p>1.1 A contribution is made to a shared vision and values for the workplace by assisting the examination of future opportunities and directions and their use in the shaping of business goals and objectives.</p> <p>1.2 A contribution is made to strategic planning by assisting in the investigation of the business environment of the workplace.</p>
2. Analyze market need	<p>2.1 Customer needs are researched and the outcomes analyzed and interpreted to establish business options and opportunities.</p> <p>2.2 Opportunities are identified for product and service enhancement through an analysis of existing and potential market opportunities and the development of strategies to strengthen the workplace's market focus in suitable directions.</p>
3. Contribute to business documentation	<p>3.1 Contributions are made to the preparation of the workplace's business plans/budgets.</p> <p>3.2 All workplace insurance needs are identified and suitable cover taken out.</p>
4. Communicate to other members of the organization	<p>4.1 The outcomes of the planning process are communicated to appropriate persons in the organization and feedback mechanisms used to ensure continuous improvement of the planning process and outcomes.</p>

Variables	Range
The workplace environment	<p>may involve twenty-four hour operation and may include:</p> <ul style="list-style-type: none"> • single and multi-site locations • large, medium and small companies
Services, products, risks, work systems and requirements	<p>may:</p> <ul style="list-style-type: none"> • potentially vary across different sections of the workplace

Operations involve:	<ul style="list-style-type: none"> • internal and external customer contact and coordination
Plans	<p>may include:</p> <ul style="list-style-type: none"> • operational plans • marketing plans • financial plans
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
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/documentation	<p>may include:</p> <ul style="list-style-type: none"> • procedures for the development of workplace plans and budgets • 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 • insurance requirements • relevant agreements, codes of practice including the National Standards for Services and Operations • manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions • reports of accidents and incidents within regulatory requirements and workplace procedures • 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 • relevant Ethiopian OHS legislation • equal employment legislation and related policies • environmental protection regulations • hazardous substances and dangerous goods codes • relevant Ethiopian standards and certification requirements

	<ul style="list-style-type: none"> • license, patent or copyright arrangements • taxation and trading regulations relevant to business operations • relevant insurance regulations
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Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to:</p> <ul style="list-style-type: none"> • Contribute to strategic planning • Analyze market need • Contribute to business documentation • Communicate to other members of the organization
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 development of plans to meet customer and organization needs, including: strategic planning, tactical planning and quality improvement of services/operations/products • Relevant workplace business management policies and practices, including requirements for the maintenance of security and confidentiality • Insurance requirements relevant to business operations • Focus of operation of business planning systems and resources • Resource availability including the processing capacity of equipment and software systems for planning activities • Typical problems that can occur when developing plans to meet customer and organization needs 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 developing plans to meet customer and organization needs • Read and interpret instructions, procedures, information and signs relevant to the development of plans to meet customer and organization needs • Interpret and follow operational instructions and prioritize work • Survey and assess organization and customer requirements • Complete documentation related to the development of plans to meet customer and organization needs • Operate electronic communication equipment to required protocol • Work collaboratively with others when developing plans to meet customer and organization needs

	<ul style="list-style-type: none"> • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Promptly report and/or rectify any identified problems that may arise when developing plans to meet customer and organization needs in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unanticipated situations that may occur when developing plans to meet customer and organization needs • 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 appropriately apply technology, information systems and procedures to complete workplace tasks • 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 Supervision Level IV	
Unit Title	Implement Dangerous Goods Transport Procedures within the Workplace
Unit Code	EIS FTS4 03 0913
Unit Descriptor	This unit involves the skills and knowledge required to implement, maintain and evaluate dangerous goods transport procedures within the workplace in accordance with relevant regulatory requirements and workplace procedures. This includes implementing a policy framework for the transport and storage of dangerous goods; establishing and maintaining procedures for identifying hazards and risks; establishing and maintaining assessment procedures for monitoring conformance and controlling risks; implementing and monitoring procedures for maintaining dangerous goods records; and evaluating the implementation of dangerous goods transport policies, procedures and programs within the workplace.

Elements	Performance Criteria
1. Implement a policy framework for the transport and storage of dangerous goods	<p>1.1 Policies are developed to implement the current Ethiopian Dangerous Goods (EDG) Code and dangerous goods transport and storage regulations consistent with overall workplace policies.</p> <p>1.2 Responsibilities and duties for the transport and storage of dangerous goods are clearly defined, allocated and included in job descriptions and duty statements for all relevant positions.</p> <p>1.3 Licensing requirements for employees (where relevant) are confirmed.</p> <p>1.4 Consultative processes are developed and implemented.</p> <p>1.5 Emergency incident/accident procedures are developed and implemented.</p> <p>1.6 Information, instruction and training on dangerous goods transport and storage procedures are provided to enable employees to effectively implement the required systems and processes.</p>
2. Establish and maintain procedures for identifying hazards and risks	<p>2.1 Hazards in the work area are identified and confirmed.</p> <p>2.2 Procedures for ongoing identification of hazards and risks are developed and integrated within work systems.</p> <p>2.3 Hazard identification is addressed at the planning, design and evaluation stages of any workplace change.</p>

	2.4 A maintenance and inspection program is instituted to confirm that vehicles, equipment and storage areas comply with regulatory and enterprise requirements .
3. Establish and maintain assessment procedures for monitoring conformance and controlling risks	<p>3.1 Ongoing system for the control of risks, based on a hierarchy of control is developed and integrated within general work procedures.</p> <p>3.2 Measures to control assessed risks and monitor conformance are developed and implemented, in accordance with the current EDG Code, relevant dangerous goods transport regulations, code of practice and priorities identified in the workplace.</p> <p>3.3 Non-conformance is investigated and procedures for rectification instituted.</p> <p>3.4 Inadequacies in dangerous goods transport procedures are identified and measures are implemented to improve workplace practice.</p>
4. Implement and monitor procedures for maintaining dangerous goods records	<p>4.1 A dangerous goods records system is established in accordance with relevant legislative framework.</p> <p>4.2 Accurate and legible records for operation within the workplace are completed in accordance with the current EDG Code, dangerous goods transport enterprise policies and legislative requirements.</p>
5. Evaluate the implementation of dangerous goods transport policies, procedures and programs within the workplace	<p>5.1 The effectiveness of the dangerous goods transport policies, procedures and programs is assessed.</p> <p>5.2 Improvements to dangerous goods transport procedures are identified and implemented.</p> <p>5.3 Compliance with the current EDG Code, dangerous goods transport regulations and codes of practice is assessed to ensure legal requirements are maintained as a minimum and exceeded where possible.</p>

Variables	Range
Policies	must conform to relevant legislative framework and guidance material
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • employees, supervisors and managers • supplier instructions • equipment manufacturers and suppliers • contractors • industrial relations and OHS specialists • other professional or technical staff

Hazards	<p>may include:</p> <ul style="list-style-type: none"> • hazardous or dangerous materials • contamination of, or from, materials being handled • noise, light, energy sources • stationary and moving machinery, parts or components • service lines • spill, leakages, ruptures • dust/vapours
Hazard management	<p>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</p>
Requirements	<p>may include:</p> <ul style="list-style-type: none"> • site restrictions and procedures • use of safety and personal protective equipment • communications equipment • specialized transfer/transport equipment • incident/accident/breakdown procedures • additional gear and equipment • noise restrictions • hours of operation • authorities and permits
Procedures	<p>may encompass consideration of:</p> <ul style="list-style-type: none"> • approved transfer site • positioning of vehicle when loading/unloading • safe operating and driving procedures • specification of required personal protection and emergency equipment • specification of required transfer equipment/assemblies • permitted luggage and filling ratios and or carrying capacities • segregation and/or storage requirements • emergency/incident/breakdown procedures • customer requirements • company procedures • enterprise procedures • organizational procedures • established procedures
Documentation/records	<p>may include:</p> <ul style="list-style-type: none"> • all relevant Ethiopian and international regulations and codes of practice for the handling, storage and transport of dangerous goods and hazardous substances, including the EDG Code • relevant codes of practice, including the Ethiopian Dangerous Goods Code, the Ethiopian Explosives Code, the Industry Safety Code, and National Standards for Manual Handling

	<ul style="list-style-type: none"> • manifests, bar codes, goods and container identification/serial number • manufacturers specifications, instructions and labeling advice including material safety data sheets • workplace operating procedures, maintenance schedules and policies • operations manuals, job specifications and procedures and induction documentation • Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options • supplier and/or client instructions • relevant Ethiopian Standards, criteria and certification requirements • communications technology equipment and oral, aural or signed communications • quality assurance and customer service standards and procedures • emergency procedures • relevant competency standards and training materials • QA plans, data and document control • conditions of service, legislation and industrial agreements including workplace agreements and awards
Work	<p>may be undertaken:</p> <ul style="list-style-type: none"> • in various work environments in the warehousing, storage, transport and distribution industries
Customers may be:	<ul style="list-style-type: none"> • internal or external
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> • by day or night • in all weather conditions
The workplace environment	<p>may involve:</p> <ul style="list-style-type: none"> • twenty-four hour operation • single and multi-site location • large, medium and small workplaces
Classes of dangerous goods	<p>are:</p> <ul style="list-style-type: none"> • as defined in the respective Ethiopian codes
Communications systems	<p>may involve:</p> <ul style="list-style-type: none"> • fixed and mobile telephone • radio • fax • email • electronic data transfer of information • mail and internal memo

Personal protective equipment	<p>may include but is not limited to:</p> <ul style="list-style-type: none"> • gloves • safety clothing • safety headwear and footwear • safety glasses • two-way radios • face mask, respirators and breathing apparatus • high visibility clothing
Applicable procedures and codes	<p>may include:</p> <ul style="list-style-type: none"> • regulations and codes of practice related to transport of goods and manual handling including relevant road rules and mass and loading regulations • Ethiopian and international regulations and codes of practice for the handling, transfer 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 Ethiopian Standards • relevant OHS legislation • relevant environmental protection legislation • license, patent or copyright arrangements • relevant workplace relations legislation • workplace relations regulations • equal opportunity legislation • relevant workers compensation legislation • equal opportunity, equal employment opportunity and affirmative action legislation

Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:</p> <ul style="list-style-type: none"> • implementing and monitoring policies and processes for the transport of dangerous goods • suggesting improvements to dangerous goods transport procedures and negotiating changes where required • demonstrating knowledge of the hierarchy of control and its implementation in the workplace • liaising with authorities, drivers, line managers and customers to ensure that policies and procedures are meeting required needs

	<ul style="list-style-type: none"> • identifying requirements of tasks and organizing planning, job completion and evaluation stages • mediating and resolving issues surrounding the transport of dangerous goods, maximizing positive outcomes for the workplace and the individuals within it
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Current EDG Code and relevant Ethiopian Standards applicable to dangerous goods and hazardous substances • Relevant OHS and environmental protection procedures and regulations • Workplace processes for implementing, maintaining and evaluating dangerous goods transport procedures • Problems that may occur during the transport of dangerous goods and hazardous substances and action that can be taken to report or resolve the problems • Hazards that may exist during the transport of dangerous goods and hazardous substances and ways of controlling the risks involved • Focus of operation of dangerous goods transport systems, resources, management and workplace operating systems • Equipment applications, capacities, configurations, safety hazards and control • Regulatory, license and permit requirements for dangerous goods transport • Quality and customer service standards, policies and procedures • Application of relevant Ethiopian and international standards and associated certification requirements • Resource availability including the competencies of individuals in the team/group • The application of current competencies within functional activity • Relevant workplace documentation procedures • Regulations and codes concerning the transport of goods and freight
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when implementing, maintaining and evaluating dangerous goods transport procedures • Read and interpret instructions, procedures, information and manuals relevant to the implementation, maintenance and evaluation of dangerous goods transport procedures • Manage and prioritize work and coordinate self and others in relation to workplace activities

	<ul style="list-style-type: none"> • Complete documentation related to the implementation, maintenance and evaluation of dangerous goods transport procedures • Operate electronic communication equipment to required protocol • Provide leadership and work collaboratively with others when implementing, maintaining and evaluating dangerous goods transport procedures • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Promptly report and/or rectify any problems, faults or malfunctions that may be identified when implementing, maintaining and evaluating dangerous goods transport procedures in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unanticipated situations when implementing, maintaining and evaluating dangerous goods transport procedures • Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities • Identify the factors in work schedules, time and resource requirements (including sourcing expertise external to the work team) when implementing, maintaining and evaluating dangerous goods transport procedures • Plan and organize systems and activities • Monitor work activities in terms of planned schedule • Modify activities to cater for variations in workplace contexts and environment • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Provide customer and client service • Select and apply appropriate technology, information systems and procedures • 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 Supervision Level IV	
Unit Title	Monitor Transport Operations
Unit Code	EIS FTS4 04 0913
Unit Descriptor	This unit involves the skills and knowledge required to monitor transport operations and identify and report issues and possible improvements. It requires knowledge of transport strategies and methods for local, national and international contexts and regulatory requirements and organizational requirements.

Elements	Performance Criteria
1. Determine transport requirements	<p>1.1 Organizational transport operations arrangements are accessed.</p> <p>1.2 Benefits and limitations of the organizations transportation modes are identified.</p> <p>1.3 The extent of in-house and outsourced transportation methods is confirmed.</p> <p>1.4 Cost benefits and customer service level between in-house and outsourced transportation methods are evaluated.</p> <p>1.5 Applicable legislative requirements are identified.</p>
2. Monitor unit loads and load building	<p>2.1 Advantages and limitations of the available transport equipment and unit loads are determined.</p> <p>2.2 Transport mode options are analyzed to determine organizational load application, efficiency and effectiveness.</p> <p>2.3 Unit loads and load building are monitored for compliance with legislative requirements and organizational policies and procedures.</p> <p>2.4 Issues or non-compliant practices are reported, according to organizational policies and procedures.</p>
3. Examine transport security requirements	<p>3.1 Transport security risks are identified.</p> <p>3.2 Security contingencies are determined for use within the transport sector.</p> <p>3.3 Security breaches are reported and recommendations are made regarding security improvements, in accordance with organizational policies and procedures.</p>
4. Analyze transport costing	<p>4.1 Statistical operational data is identified, to measure transport effectiveness.</p> <p>4.2 Organizations data capturing procedure is used in the management of transport, route planning and load building.</p>

	<p>4.3 Transport cost is analyzed according to the organizational cost considerations.</p> <p>4.4 Transport performance effectiveness is measured.</p> <p>4.5 Transport cost elements, pricing and operating costs are evaluated, and recommendations are made regarding cost efficiencies where possible.</p> <p>4.6 Findings are reported according to organizational policies and procedures.</p>
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Variables	Range
Transport operations	<p>may include:</p> <ul style="list-style-type: none"> • transport modes: <ul style="list-style-type: none"> ➤ road/rail/air/sea ➤ national/international • transportation methods and strategies: <ul style="list-style-type: none"> ➤ combination ➤ full loads ➤ partials • transport systems and infrastructure: <ul style="list-style-type: none"> ➤ hub ➤ spoke ➤ intermodal ➤ ports
Applicable legislation and regulations	<p>may include:</p> <ul style="list-style-type: none"> • licensing • OHS • environmental sustainability • load limitations • permits • transport configuration • dangerous goods and hazardous substances • fatigue management
Load applications	<p>may include:</p> <ul style="list-style-type: none"> • handling requirements • quantities • hazard management • safe working load limit (SWL) or (SWLL)
Organizational policies and procedures	<p>may include:</p> <ul style="list-style-type: none"> • OHS • environmental sustainability • documentation requirements • security procedures • reporting procedures

	<ul style="list-style-type: none"> • business operations/objectives and targets • customer service standards
Data capturing	<p>may include:</p> <ul style="list-style-type: none"> • Standard Operating Procedures (SOP) • software • Global Positioning System (GPS)
Transport security risks	<p>may include:</p> <ul style="list-style-type: none"> • spillage/leakage • timing of transportation • storage/handling requirements • public safety • accident prevention • pilferage • robbery • breakdowns
Cost considerations	<p>may include:</p> <ul style="list-style-type: none"> • transport mode • demurrage • timing • staff costs • client/customer demand • transport volumes and throughputs • fuel costs
Transport performance effectiveness	<p>may include:</p> <ul style="list-style-type: none"> • fuel measures • fuel consumption • driver training • carbon emission • maintenance cost • maintenance measure • fatigue management

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"> • Determine transport requirements • Monitor unit loads and load building • Examine transport security requirements • Analyze transport costing
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant sections of national and state legislation, regulatory requirements, and codes of practice/or guidelines as they relate to the level and type of transport operations • Relevant OHS and environmental procedures and guidelines

	<ul style="list-style-type: none"> Organizational policies and procedures, including those pertaining to effective monitoring and reporting of transport operations Principles of load building, to enable effective and efficient movement of load Software applications commonly used to assist in transport, route planning and load building to maximize cost efficiency
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> Communicate effectively with others when monitoring transport operations Report security breaches Convey non-compliance issues Advise recommendations regarding possible improvements to transport operations Read and interpret relevant work requirements, policies, procedures and other information relevant to monitoring transport operations Complete documentation and provide reports related to monitoring transport operations Use numeracy skills to analyze transport cost elements, pricing and operating costs Work collaboratively with others, and adapt appropriately to cultural differences in the workplace Promptly report and/or rectify any identified problems that may occur when monitoring transport operations in accordance with applicable regulatory requirements and workplace procedures Monitor and anticipate operational problems, hazards and risks, including security breaches, and take appropriate action Modify activities dependent on differing workplace contingencies, situations and environments Monitor work activities in terms of planned schedule Interpret and apply relevant regulations and instructions Adapt own competence in response to any changes in activities when monitoring transport operations Identify and correctly use equipment required when monitoring transport operations
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<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 Supervision Level IV	
Unit Title	Undertake Freight Transport Service Marketing
Unit Code	EIS FTS4 05 0913
Unit Descriptor	<p>This unit involves the skills and knowledge required to develop freight customers in accordance with workplace requirements including identifying and evaluating potential freight business; developing proposals for new products or services; and negotiating products and services with customers.</p> <p>It also includes providing service to freight customers including confirming freight customer needs; providing quotations; calculating freight charges; modifying products and services in response to identified customer needs; and promoting existing freight services.</p>

Elements	Performance Criteria
1. Identify potential freight business	<p>1.1 The nature of potential customers freight needs is established with the customer.</p> <p>1.2 Customers freight needs are analyzed against existing services to identify variances against normal services.</p> <p>1.3 Potential new customers are kept informed during review process.</p>
2. Evaluate potential business	<p>2.1 Potential new business is analyzed against existing freight services offered by the workplace.</p> <p>2.2 Special transportation requirements are identified and discussed with the customer.</p> <p>2.3 Cost effectiveness of potential new business is established using workplace guidelines.</p> <p>2.4 Nature of freight service required is established with the customer.</p>
3. Calculate freight charges	<p>3.1 Confirmation is obtained that freight is weighed and/or measured using relevant mass or cubic calculation procedures.</p> <p>3.2 Details relevant to charges are accurately recorded to ensure charge calculations can be verified.</p> <p>3.3 Freight charges are accurately calculated and checked using relevant charge structures.</p> <p>3.4 Method of freight calculation applicable to the service and commodity is established in accordance with workplace policies and procedures.</p>

	3.5 Freight charge discrepancies are recorded on relevant documentation for adjustment purposes.
4. Promote existing freight service	<p>4.1 Initial inquiries for freight service are handled promptly and courteously.</p> <p>4.2 Existing freight services provided by the workplace are monitored.</p> <p>4.3 Ongoing customer liaison activities are maintained, where applicable, to establish future requirements.</p> <p>4.4 Corporate or key account customers' freight needs are continuously monitored to ensure customer satisfaction.</p> <p>4.5 Potential new account customers are identified and details of existing freight services are explained.</p> <p>4.6 Advantages of existing freight services are explained to potential customers.</p> <p>4.7 Support services required to meet customers' freight needs are established.</p> <p>4.8 Promotional activities, including information seminars, are participated in and responses are followed up.</p> <p>4.9 Advertising programs promoting existing freight services are promoted to customers.</p>
5. Develop proposals and modify products and services	<p>5.1 Potential new business is costed against new product or service.</p> <p>5.2 Proposed new product or service is documented and presented for further consideration.</p> <p>5.3 Decision regarding new product or service is conveyed promptly to the potential customer for follow-up action.</p> <p>5.4 Freight needs of assigned customers are assessed against current products and services offered by the workplace.</p> <p>5.5 Freight services offered by other providers including local and overseas providers are continuously reviewed.</p> <p>5.6 Requests for freight services not currently offered by the workplace are referred to appropriate personnel.</p> <p>5.7 Nature of freight service required is established with the customer,</p>
6 Negotiate products and services with customers	<p>6.1 Techniques for minimizing potential damage/hazard to freight are identified and negotiated with customers.</p> <p>6.2 Costs and conditions of the freight service(s) offered are provided to the customer.</p>

	<p>6.3 New products or services required to meet or improve customer services are implemented as approved.</p> <p>6.4 Customer queries relating to quotations are answered promptly in accordance with workplaces guidelines.</p> <p>6.5 Key account or potential key account quotations are handled in accordance with workplaces policies and procedures.</p> <p>6.6 Unusual or special requests for freight service are referred to appropriate personnel for resolution.</p>
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Variables	Range
Potential customers	include: <ul style="list-style-type: none"> • all other rail and freight authorities • private businesses • government bodies • members of the public • internal customers
Customers	may be: <ul style="list-style-type: none"> • internal or external
Freight services	covers: <ul style="list-style-type: none"> • the application of all products and services offered by the workplace
Workplaces	may comprise: <ul style="list-style-type: none"> • large, medium or small worksites
Workplace procedures	may include: <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Support services	can include: <ul style="list-style-type: none"> • loading/unloading requirements • load security/protection • receipt personnel • special vehicle access/parking
Information/documents	may include: <ul style="list-style-type: none"> • market knowledge about competitors who are providing rail freight and those providing alternative transport systems • customer requests and works orders • workplace procedures and policies • codes of practice and regulations relevant to freight services • Ethiopian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances

	<ul style="list-style-type: none"> • operations manuals, job specifications and induction documentation • manufacturers specifications for equipment • internal documentation used for freight services • supplier and/or client instructions • dangerous goods declarations and material safety data sheets (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Ethiopian Standards and certification requirements • quality assurance procedures • emergency procedures • 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
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
Servicing requirements	<p>may be obtained from:</p> <ul style="list-style-type: none"> • customer requests • works orders • freight requirements • organization personnel
Work	<p>may be conducted:</p> <ul style="list-style-type: none"> • in a range of work environments by day or night • by day or night <p>may be conducted in:</p> <ul style="list-style-type: none"> • limited or restricted spaces • exposed conditions • controlled or open environments
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • phone • Electronic Data Interchange (EDI) • fax • email • internet • RF systems • oral, aural or signed communications
Promotional activities	<p>may include:</p> <ul style="list-style-type: none"> • public relations activities

	<ul style="list-style-type: none"> • press releases • open days • in-house newsletters • publications • advertising programs • seminars • promotional briefings • corporate sponsorship • development of promotional materials
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • other employees and supervisors • current and potential customers • suppliers, customers and clients • relevant authorities and institutions • management and union representatives • industrial relations and OHS specialists • drivers and agents • 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 • RF systems • oral, aural or signed communications
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant codes and regulations for the provision of freight services • 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

	<ul style="list-style-type: none"> ➤ Ethiopian Marine Orders and the International Maritime Dangerous Goods Code ➤ IATA Dangerous Goods by Air regulations ➤ Ethiopian and International Explosives Codes • water and road use and license arrangements • export/import/quarantine/bond requirements • relevant OHS and environmental protection legislation • workplace relations regulations • equal opportunity legislation • equal employment opportunity and affirmative action legislation • workers compensation regulations
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Evidence Guide	
Critical Aspects of Competence	<p>Evidence include demonstration of:</p> <ul style="list-style-type: none"> • identifying and cultivating potential freight business • developing proposals for new products and services • negotiating with customers regarding products and services • identifying and confirming freight customer needs • providing accurate quotations to meet customer needs • communicating and negotiating with customers • promoting existing freight services • calculating freight charges accurately
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 services& 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 development of freight customers • Focus of operation of work systems, equipment, management and site operating systems for the development of freight customers • Problems that may occur when developing freight customers and appropriate action that can be taken to resolve the problems • Freight services offered by the workplace • Freight management systems • Workplace costing structures and rates • Workplace public relations policies and procedures • Profiles and details of all customers

	<ul style="list-style-type: none"> • Workplace freight service advertising policies & procedures • Services provided by other freight service organizations • Documentation requirements for the development of freight customers • Freight transport timetables, yard and terminal facilities, and site layout • Types of goods and related handling and documentation requirements including dangerous goods and hazardous substances • Documentation requirements for freight forwarding including workplace freight tracking system • 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 servicing freight customers • Present information using appropriate media and technology • Negotiate, communicate and liaise effectively with others when developing freight customers • Read and interpret instructions, procedures and information relevant to the development of freight customers • Interpret and follow operational instructions and prioritize work • Complete documentation related to the development of freight customers • Operate electronic communication equipment to required protocol • Undertake financial calculations involving cost analysis • Prepare and present quotations • Work collaboratively with others when developing freight customers • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Promptly report and/or rectify any identified problems that may arise when developing freight customers in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unanticipated situations that may occur when servicing freight customers • Apply precautions and required action to minimize, control or eliminate hazards that may exist during the development of freight customers • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments

	<ul style="list-style-type: none"> • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Select and use relevant computer, communication and office 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 Supervision Level IV	
Unit Title	Implement and Monitor Logistics Planning and Process
Unit Code	EIS FTS4 06 0913
Unit Descriptor	This unit involves the skills and knowledge required to implement and monitor logistics planning and process. It includes planning an efficient logistics operation; developing a contingency management strategy; producing operational schedules; and monitoring and coordinating systems for logistics operations.

Elements	Performance Criteria
1. Plan efficient logistics operation	<p>1.1 Relevant national and international codes and regulations and workplace policies for logistics operation are identified.</p> <p>1.2 Specifications and/or requirements for task outcomes are obtained, interpreted and, where necessary, clarified and applied to the development of a work plan.</p> <p>1.3 Preliminary schedules are matched against operational capacity and capability of available transport systems, equipment and staff.</p> <p>1.4 Strategies to address identified deficiencies in operational capability and availability are undertaken in accordance with workplace procedures.</p>
2. Develop contingency management strategy	<p>2.1 Sequence of required activities is identified in accordance with company requirements.</p> <p>2.2 Typical problems that may arise with logistics operations are identified and strategies for dealing with them determined.</p> <p>2.3 Contingency management strategies for identified issues/incidents are established and evaluated including reference to previous scenarios of similar nature.</p>
3. Produce operation schedules for logistics	<p>3.1 Resources are arranged in association with relevant Ethiopian and overseas personnel to meet the operational schedules, policy and procedures.</p> <p>3.2 Ethiopian and international regulatory requirements, codes of practice and workplace procedures are identified and accounted for in operational schedule.</p> <p>3.3 Documentation and records are stored in accordance with workplace procedures.</p>
4. Monitor and coordinate systems for logistics operations	<p>4.1 Outcomes are checked and compared with planned objectives, task instructions and specifications to ensure all requirements are met.</p>

	<p>4.2 Non-compliance with quality standards, planned processes or regulatory requirements is identified and appropriate action is initiated to report and rectify any identified problems.</p> <p>4.3 In consultation with customer concerns and suggestions for service improvements are acted upon in accordance with workplace procedures.</p> <p>4.4 Any changes in Ethiopia and international regulations and codes of practice relevant to export logistics are monitored, identified and appropriate action is initiated to ensure ongoing compliance of export logistics processes and systems.</p>
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Variable	Range
Regulations	<p>May include:</p> <ul style="list-style-type: none"> • Ethiopian Rail Orders and the International Maritime Dangerous Goods Code • Dangerous Goods by Air regulations • Ethiopian and International Explosives Codes • transport license/permit requirements • export/import/quarantine/bond requirements • Rail/Aviation Orders • equal opportunity, equal employment opportunity and affirmative action • Ethiopian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances • relevant state/territory OHS and environmental protection legislation • workplace relations regulations
Documentation and records	<p>May include:</p> <ul style="list-style-type: none"> • regulations and codes of practice relevant to ADG code, including safe working and local authority regulations and procedures • relevant OHS and environmental protection regulations • workplace policies and procedures related to ADG code • quality assurance procedures • dangerous goods declarations and material safety data sheets, where applicable • goods manifest • relevant Ethiopian Standards and certification requirements
Consultative	<p>May involve:</p> <ul style="list-style-type: none"> • other employees and supervisors • relevant authorities and institutions • management and union representatives • industrial relations and OHS specialists • customers and agents

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 efficient logistics operation • Develop contingency management strategy • Produce operation schedules for logistics • Monitor and coordinate systems for logistics operations
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant sections of national and state or territory regulatory requirements and codes of practice as they relate to the level and type of logistics operations undertaken by the enterprise • Relevant OHS and environmental procedures and regulations • Ethiopian and international regulatory, permit and licence requirements relevant to logistics • Broad principles of supply chain management • Business policies and plans including procedures for outsourcing components of operations and engaging additional resources • Workplace policies including issue resolution and grievance procedures • Coaching and mentoring approaches to support team members to share knowledge and skills
Underpinning Skills	<p>Demonstrates skill to:</p> <ul style="list-style-type: none"> • Read and interpret local and international transport schedules, regulatory requirements, customer instructions, and workplace procedures and manuals • Identify and solve problems that may arise during the planning and management of export logistics • Provide leadership to others • Plan and organize logistics operations • Select and apply appropriate application of technology, information and communication systems and procedures • Complete documentation related to work activities • Work collaboratively with others • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Develop and document contingency plans as part of the planning process • Modify activities depending on differing operational contingencies, risk situations and environments

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

Occupational Standard: Freight Transport Logistics Operations Supervision Level IV	
Unit Title	Organize Marshalling and Shunting Operations
Unit Code	EIS FTS4 07 0913
Unit Descriptor	This unit involves the skills and knowledge required to organize marshalling and shunting operations in accordance with workplace procedures and the requirements of relevant safe working regulations and codes of practice. It includes identifying marshalling and shunting requirements, identifying, planning and allocating rolling stock to train/vehicles, and monitoring and amending rolling stock allocation required as per passenger and/or freight requirements in accordance with workplace requirements.

Elements	Performance Criteria
1. Identify marshalling and shunting requirements	<p>1.1 Track and siding requirements are established, based on customer needs and safe work practices.</p> <p>1.2 Dangerous goods or other special transportation requirements are established.</p> <p>1.3 Destinations, arrival times and departure times are established that are consistent with timetable requirements.</p> <p>1.4 Relevant safe working systems are identified.</p>
2. Identify required rolling stock movements	<p>2.1 Rolling stock types required are determined from available documentation.</p> <p>2.2 Rolling stock locations are identified and track and siding availabilities are established to facilitate the marshalling and shunting operation.</p> <p>2.3 Rolling stock priorities and sequences are sorted in accordance with workplace procedures.</p>
3. Identify Train/vehicle consists and passenger and/or freight requirements	<p>3.1 Details of train/vehicle consist and passenger numbers acquired from Train/vehicle planning are evaluated against available resources in accordance with workplace procedures.</p> <p>3.2 Train/vehicle running times and Train/vehicle details are identified to confirm timings in accordance with workplace procedures.</p> <p>3.3 Initial estimate of required rolling stock by numbers and types for each rail service is made.</p>

<p>4. Plan rolling stock movements</p>	<p>4.1 Marshalling strategy is identified to achieve safe and efficient loading and unloading.</p> <p>4.2 Resources required to carry out the marshalling strategy are identified.</p> <p>4.3 Appropriate motive power is determined to enable completion of shunting operations.</p> <p>4.4 Track and siding access and options for wagon movements are identified from the marshalling strategy.</p> <p>4.5 Contingency strategy for unplanned events is identified or prepared.</p> <p>4.6 Shunting and marshalling plan and train/vehicle consist is documented, filed, and distributed in accordance with operational requirements.</p>
<p>5. Establish available rolling stock</p>	<p>5.1 Passenger numbers and class of travel to be catered for with a passenger Train/vehicle are identified to ensure suitable carriages are provided.</p> <p>5.2 Types of freight Train/vehicle rolling stock required for the established freight loads and track dimensions are identified in accordance with workplace procedures.</p> <p>5.3 Passenger or freight Train/vehicle rolling stock locations are established using available tracking systems and procedures.</p> <p>5.4 Serviceability of the required rolling stock is confirmed using appropriate workplace procedures.</p> <p>5.5 Support rolling stock for passenger train/vehicles (such as dining cars) is located and assigned for each rail service.</p> <p>5.6 Rolling stock committed for the rail service is recorded as being required for use prior to positioning for service/loading operations.</p>

Variables	Range
<p>Work</p>	<p>may be conducted in:</p> <ul style="list-style-type: none"> • restricted spaces • exposed conditions • controlled or open environments <p>may involve exposure to:</p> <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods and vehicles

Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> • by day or night • all relevant weather conditions
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Resources	<p>may include:</p> <ul style="list-style-type: none"> • motor vehicles • fixed signals • draw gear motive power units • rail tractors rolling stock • communication equipment • switching equipment • freight handling equipment • turntables
Support rolling stock	<p>may include:</p> <ul style="list-style-type: none"> • dining cars • lounge cars • observation decks • conference cars • bar cars
Rolling stock tracking systems	<p>may include:</p> <ul style="list-style-type: none"> • manual tracking systems • computer-based tracking systems
Train/vehicles/services for which allocations are made	<p>may include:</p> <ul style="list-style-type: none"> • long distance passenger service • urban passenger service • short distance freight service • long distance freight service • work Train/vehicles • special freight Train/vehicles
Factors involved in establishing rolling stock requirements and availability	<p>may include:</p> <ul style="list-style-type: none"> • operating policies • available rolling stock • track specifications and limitations • gauges • distances • communication requirements • tonnages (for freight Train/vehicles) • load types (for freight Train/vehicles) • configuration • coupling requirements

Safety requirements	<p>may include:</p> <ul style="list-style-type: none"> • high visibility clothing • sunscreen • insect repellent • safety mask • portable radios • gloves • sun glasses • safety headwear • safety footwear • hearing protection
Unplanned events	<p>may involve:</p> <ul style="list-style-type: none"> • derailments • breakdowns • injuries and fatalities • hazardous materials, spills, fires and leaks • track damage • power line damage
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • workplace personnel including supervisors and managers • other professional or technical staff
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines • the Code of Practice for the Defined Interstate Rail Network in situations where marshalling operations are carried out on that network • order books • cards/deck sheets • notice boards • special Train/vehicle notices • yard orders • periodical circulars • transport authority rules and operating procedures • computer-based data systems • timetables • Train/vehicle consist • incident reports • drivers advice • Train/vehicle register book • safe working forms • dangerous goods manifests/declarations

	<ul style="list-style-type: none"> • conditions of service, legislation and industrial agreements including workplace agreements and awards • applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines • workplace rules and operating procedures • print-outs from office machines • displays on computer monitors • hard copy documentation • computer-based data systems • verbal and written information from relevant staff and management
Applicable procedures and codes	<p>may include:</p> <ul style="list-style-type: none"> • relevant regulations, codes of practice and safe working system requirements • the Code of Practice for the Defined Interstate Rail Network in situations where marshalling/shunting operations are carried out on that network • relevant Ethiopian Standards and related requirements • relevant OHS legislation • relevant environmental protection legislation • Ethiopian Dangerous Goods Code • relevant codes and regulations pertaining to the carriage of dangerous and hazardous goods including the EDG Code • relevant Ethiopian Standards and related requirements
Contingency plans	<p>may include:</p> <ul style="list-style-type: none"> • non-availability of specified rolling stock • operational breakdowns • equipment failure and communications difficulties

Evidence Guide	
Critical Aspects of Competence	<p>Demonstration of applying:</p> <ul style="list-style-type: none"> • Identify marshalling and shunting requirements • Identify required rolling stock movements • Identify Train/vehicle consists and passenger and/or freight requirements • Plan rolling stock movements • Establish available rolling stock
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Applicable legislated rail safety requirements including acts and regulations with any nationally approved compliance codes and/or guidelines • Relevant OHS and environmental procedures and regulations including codes of practice for manual handling

	<ul style="list-style-type: none"> • Dangerous Goods Codes and regulations • Marshalling plan and instructions • Procedures for loading and unloading rolling stock • Procedures for getting on and off rolling stock in an appropriate manner • Procedures for coupling and uncoupling rolling stock • Workplace procedures and policies for allocating rolling stock • Rolling stock and specifications, capabilities and capacity • Allocation and maintenance schedules of rolling stock • Track specifications and restrictions • Gauges, distance, gradients and tonnages for relevant track area • Communication requirements • Load types • Load calculation and allocation requirements • Load handling equipment use and capacities • Shunting and marshalling requirements • Equipment and materials used when allocating rolling stock, and procedures that should be followed in their use • Problems that may occur when allocating rolling stock and appropriate action that can be taken to resolve the problems • Documentation and record requirements • Communication and negotiation requirements when allocating rolling stock • Procedures for operating points and signals • Procedures for managing hazardous situations • Radio communication protocol • Rostering procedures • Characteristics and features of wagons and other rolling stock • Yard features and operation • Principles of operation of protective devices, air brakes, handbrakes, derailleurs • Location of signals and points • Local track and signal layouts • Draw gear capacities and related operating procedures • Safe working systems and requirements • Shunting signals and commands and communication systems • Timetables and destination information • Relevant documentation requirements
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Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate and negotiate effectively with others when organizing marshalling and shunting operations and allocating rolling stock • Read and interpret instructions, procedures and information relevant to the organization of marshalling and shunting operations • Interpret and follow operational instructions and prioritize work • Complete documentation related to the organization of marshalling and shunting operations, and allocating rolling stock • Operate electronic communication equipment to required protocol • Work collaboratively with others when organizing marshalling and shunting operations and allocating rolling stock • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Promptly report and/or rectify any identified problems that may occur when organizing marshalling and shunting operations in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unanticipated situations that may arise when organizing marshalling and shunting operations and allocating rolling stock • Interpret train/vehicle movement graphs and diagrams • Complete documentation and enter data related to the allocation of rolling stock • Apply precautions and required action to minimize, control or eliminate hazards that may exist during marshalling and shunting operations and allocating rolling stock • 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 • Select and use relevant computing and communications and other relevant equipment and materials when organizing marshalling and shunting operations and allocating rolling stock • Adapt to differences in rolling stock and equipment in accordance with standard operating procedures
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	<ul style="list-style-type: none"> • Select and use required personal protective equipment conforming to industry and OHS standards • Operate and adapt to differences in equipment in accordance with standard operating procedures
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Freight Transport Logistics Operations Supervision Level IV	
Unit Title	Organize Transport of Freight or Goods
Unit Code	EIS FTS4 08 0913
Unit Descriptor	This unit involves the skills and knowledge required to organize the transport of freight or goods, including planning the transport operations, organizing the transport of the freight, completing the required documentation and finalizing the organizational process.

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

	2.6 Discrepancies in freight are noted and action undertaken in accordance with workplace procedures.
3 Complete organizational process	<p>3.1 Monitoring processes to track the movement of freight are implemented.</p> <p>3.2 Reporting requirements are communicated to appropriate personnel.</p> <p>3.3 Workplace documents and records are checked for completion and are filed/stored in accordance with workplace procedures.</p>

Variable	Range
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Storage areas	<p>may be:</p> <ul style="list-style-type: none"> • existing, temporary or permanent
Transport modes	<p>may include:</p> <ul style="list-style-type: none"> • road, air, rail, sea or combinations
Organization of the transport of freight/goods	<p>may include movement of:</p> <ul style="list-style-type: none"> • goods • equipment • materials • vehicular traffic
Customers	<p>may be:</p> <ul style="list-style-type: none"> • internal or external
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> • by day or night
Freight/goods to be transported	<p>may include:</p> <ul style="list-style-type: none"> • dangerous, hazardous, perishable, fragile, packaged goods • in liquid or solid form
Information needed to facilitate the organization of the transport of freight/goods	<p>may include:</p> <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	<p>may include:</p> <ul style="list-style-type: none"> • site restrictions and procedures • use of safety and personal protective equipment

	<ul style="list-style-type: none"> • communications equipment • specialized lifting and/or handling equipment • incident/accident breakdown procedures • authorities and permits • hours of operations • noise restrictions • additional gear and equipment • Ethiopian standards and guidelines for manual handling
Hazards	<p>may include:</p> <ul style="list-style-type: none"> • hazardous or dangerous materials • contamination of, or from, materials being handled • noise, light, energy sources • stationary and moving machinery, parts or components • dust/vapours • spills, leakages, ruptures and service lines
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • other employees and supervisors • suppliers, potential customers and clients • relevant authorities and institutions • management and union representatives • industrial relations and OHS specialists • other maintenance, professional or technical staff
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • Ethiopian and international codes of practice and regulations relevant to the transport of freight • operations manuals, job specifications and procedures and induction documentation • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • competency standards and training materials • manufacturers/client specifications, instructions • workplace operating procedures and policies • supplier and/or client instructions • Ethiopian and International standards, criteria and certification requirements • communications technology equipment, oral, aural or signed communications • quality assurance and emergency procedures
Applicable procedures and codes	<p>may include:</p> <ul style="list-style-type: none"> • relevant regulations for the import and export of cargo • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

	<ul style="list-style-type: none"> ➤ Ethiopian and International Dangerous Goods Codes ➤ Ethiopian Marine Orders and the International Maritime Dangerous Goods Code ➤ IATA Dangerous Goods by Air regulations ➤ Ethiopian and International Explosives Codes • Ethiopian and international standards and certification requirements • international transport regulations, codes and procedures • relevant federal and/or regional states OHS legislation • relevant federal and/or regional states environmental protection legislation
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Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to:</p> <ul style="list-style-type: none"> • Plan transport operations • Organize the transport of freight • Complete organizational process
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Codes of practice and legislative requirements relevant to the organization of the transport of freight and goods • Relevant OHS and environmental procedures and regulations • Procedures for the calculation/estimation of weight, volumes and dimensions • Procedures for the identification and evaluation of information needed to facilitate the transport of freight • Procedures for assessing storage and transport requirements and options • Procedures for electing transport/storage equipment and systems • Procedures for organizing any required permits • Procedures for coordinating the transfer and storage of goods including multi-modal transport • Procedures for the completion of transport documentation • Problems that may occur when organizing the transport of freight and goods and appropriate action that can be taken • Sources of information and documentation needed when organizing the transport of freight and goods • Customer service policies and procedures
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when organizing the transport of freight and goods

	<ul style="list-style-type: none"> • Read and interpret instructions, procedures and labels relevant to the organization of the transport of freight and goods • Interpret and follow operational instructions and prioritize work • Complete documentation related to the organization of the transport of freight and goods • Work collaboratively with others when organizing the transport of freight and goods • Establish effective working relationships with colleagues and clients • Plan own work including prioritizations of work activities, predicting consequences and identifying improvements • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Promptly report and/or rectify any identified problems that may arise during the organization of the transport of freight and goods in accordance with regulatory requirements and workplace procedures • Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Select and use communication, computers and systems required for the organization of the transport of freight and goods • Operate and adapt to differences in equipment in accordance with standard operating procedures
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Freight Transport Logistics Operations Supervision Level IV	
Unit Title	Organize Transport Workload
Unit Code	EIS FTS4 09 0913
Unit Descriptor	This unit involves the skills and knowledge required to organize transport workload, including organizing and accepting responsibility for own workload, participating in identifying and meeting own learning needs, and planning and organizing a personal daily routine.

Elements	Performance Criteria
1 Organize and accept responsibility for own workload	<p>1.1 Priorities and deadlines are established in consultation with others (as appropriate) and recorded.</p> <p>1.2 Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected.</p> <p>1.3 Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or instructions.</p> <p>1.4 Variations and difficulties affecting work requirements are identified through regular reviews, and action is taken to report these issues to supervisory staff.</p> <p>1.5 Additional support to improve work is communicated clearly to appropriate personnel.</p>
2 Participate in identifying and meeting own learning needs	<p>2.1 Operations of the workplace, workplace equipment and focus of endeavor are identified.</p> <p>2.2 Organizational structure, career paths and training opportunities appropriate to the enterprise are identified.</p> <p>2.3 Steps are taken, in consultation with appropriate personnel, to identify own learning needs through assessment and planning for future work requirements.</p> <p>2.4 Appropriate opportunities to learn and develop required competencies are undertaken including establishing networks and working relationships with others.</p>
3 Plan and Organize a personal daily routine	<p>3.1 Daily routine is planned to take into account rosters, industrial agreements and workplace procedures.</p> <p>3.2 Clarification of requirements of tasks is sought when appropriate.</p> <p>3.3 Achievable time and other performance measures are agreed.</p>

	<p>3.4 Tasks are completed with variations to plan identified and reported.</p> <p>3.5 Inability to complete operations are relayed to appropriate personnel in accordance with workplace procedures.</p>
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Variable	Range
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> in a range of work environments and weather conditions by day or night
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
Customers	<p>may be:</p> <ul style="list-style-type: none"> internal or external
Operations	<p>may be:</p> <ul style="list-style-type: none"> undertaken on- or off-base site
Work activities	<p>may be:</p> <ul style="list-style-type: none"> routine or adopted for purposes involving courier deliveries, related clerical, packing and or load shifting activities activities associated with the planning of work
Hazards	<p>may include:</p> <ul style="list-style-type: none"> vehicular traffic and pedestrians uneven ground, steps, road surfaces dust and vapors hazardous or dangerous materials humidity, air temperature and radiant heat light including UV noise
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> clients other employees and supervisors management union representatives industrial relations, Occupational Health and Safety specialists other professional or technical staff
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> fixed phone mobile phone fax

	<ul style="list-style-type: none"> • email • internet • radio • oral, aural or signed communications
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • sunglasses and UV protection • two-way radios • high visibility clothing
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • operations manuals • induction documentation • competency standards and training materials • job specifications and procedures • manufacturers specifications for relevant equipment • Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail/courier items • workplace procedures and policies for courier/delivery operations • supplier and/or client instructions • 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"> • federal and/or regional states roads and traffic authority road rule and license requirements • Ethiopian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail • relevant federal and/or regional states environmental protection legislation • relevant federal and/or regional states OHS 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"> • Organize and accept responsibility for own workload • Participate in identifying and meeting own learning needs • Plan and Organize a personal daily routine
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<p>Underpinning Knowledge and Attitude</p>	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant federal and/or regional states mass and loading regulations and permit requirements • OHS procedures and guidelines relevant to courier and delivery operations • Risks in courier and delivery operations and related precautions to control the risk • Workplace procedures and policies for organizing transport loads in courier and delivery operations • Principles, duty of care and obligations within the chains of responsibility in the transport industry • Typical issues and problems that can occur when organizing a transport workload and appropriate ways of dealing with them • Housekeeping standards and procedures required in the workplace • Requirements of courier work systems and operations and relevant equipment • Methods and strategies for organizing transport loads in courier and delivery operations
<p>Underpinning Skills</p>	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when organizing a transport workload • Read and interpret instructions, procedures and information relevant to organizing a transport workload • Interpret and follow operational instructions and prioritize work • Complete documentation related to organizing a transport workload • Operate electronic communication equipment to required protocol • Estimate the size, shape and special delivery requirements of cargo, mail and courier items • Work collaboratively with others when organizing a transport workload • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Promptly report and/or rectify any identified issues or problems that may occur when organizing a transport workload in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unanticipated situations that may arise when organizing a transport workload

	<ul style="list-style-type: none"> • Apply precautions and required action to minimize, control or eliminate hazards that may exist when organizing a transport workload • 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 • Apply fatigue management knowledge and techniques • Identify and correctly use equipment required when organizing 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 Supervision Level IV	
Unit Title	Coordinate Transport Activities
Unit Code	EIS FTS4 10 0913
Unit Descriptor	This unit involves the skills and knowledge required to coordinate transport activities in accordance with workplace procedures and the requirements of relevant safe working regulations and codes of practice. It includes maintaining communications with drivers, communicating with staff and customers, and overseeing the vehicles and train/vehicle in the depot in accordance with workplace requirements.

Elements	Performance Criteria
1. Communicate with drivers	<p>1.1 Communication with train/vehicle drivers is undertaken to ensure they are informed of train/vehicle movements, train/vehicle arrival, position and departure in accordance with workplace policies and procedures.</p> <p>1.2 Appropriate communication techniques are employed in the case of radio malfunction.</p>
2. Communicate with staff and customers	<p>2.1 Communication with relevant transport personnel is undertaken to ensure that they are informed of train/vehicle movements in accordance with workplace's policies and procedures.</p> <p>2.2 Customers are informed of train/vehicle movement details using appropriate communication technologies and following company procedures.</p>
3. Oversee Train/vehicle disablement	<p>3.1 Disabled train/vehicles are secured and protected in accordance with company policies and procedures.</p> <p>3.2 Full details about disablement process are communicated to staff and train/vehicle control using appropriate communication technologies.</p> <p>3.3 Customers are informed of progress of disablement process and, when required, evacuation procedures are clearly communicated to passengers.</p> <p>3.4 Train/vehicle disablement documentation is completed accurately in the required format.</p>

Variables	Range
Train/vehicle movements	<p>may include:</p> <ul style="list-style-type: none"> • departures • arrivals

	<ul style="list-style-type: none"> • disablements • shunting
Communication techniques	<p>may include:</p> <ul style="list-style-type: none"> • signals • hand signals and lamps • loud speaker systems • flags • telephone • public address
Work	<p>may be conducted in:</p> <ul style="list-style-type: none"> • restricted spaces • exposed conditions • controlled or open environments <p>may involve exposure to:</p> <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods and vehicles
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> • by day or night • in all relevant weather conditions
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • other employees and supervisors • customers • other professional and technical personnel
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"> • applicable legislated rail safety requirements including acts and regulations • the Code of Practice for the Defined Interstate Rail Network in situations where Train/vehicle movements occur out on that network • workplace procedures and job specification • induction and training materials • protocols for dealing with internal and external customers • electronic information systems • information on visual display monitors • verbally communicated train/vehicle movement information • schedules • timetables • operations manuals

	<ul style="list-style-type: none"> • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes	<p>may include:</p> <ul style="list-style-type: none"> • relevant codes of practice and safe working system requirements • the Code of Practice for the Defined Interstate Rail Network in situations where Train/vehicle movements are carried out on that network • relevant OHS legislation • relevant environmental protection legislation • relevant Ethiopian Standards

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"> • Communicate with drivers • Communicate with staff and customers • Oversee Train/vehicle disablement
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines • Relevant OHS and environmental procedures and regulations including codes of practice for manual handling • Workplace procedures for the coordination of Train/vehicle movement activities, including: train/vehicle movement procedures, Train/vehicle movement documentation, Train/vehicle disablement process, communication methods and protocol, completing relevant documentation, and procedures to be followed in the event of an emergency, including evacuation procedures • Train/vehicle movement principles • Timetabling principles • Communication systems and equipment • Relevant documentation requirements • Problems that may occur when coordinating Train/vehicle movement activities and action that should be taken to resolve the problems
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when coordinating train/vehicle movement activities • Read and interpret instructions, procedures and information relevant to the coordination of train/vehicle movement activities

	<ul style="list-style-type: none"> • Interpret and follow operational instructions and prioritize work • Complete documentation and enter data related to the coordination of Train/vehicle movement activities • Operate electronic communication equipment to required protocol • Work both individually and collaboratively with others when coordinating train/vehicle movement activities • 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 that may occur when coordinating Train/vehicle movement activities in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unanticipated situations that may arise when coordinating Train/vehicle movement activities • Apply precautions and required action to minimize, control or eliminate hazards that may exist when coordinating Train/vehicle movement 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 • Select and use relevant equipment and materials when coordinating Train/vehicle movement activities • Adapt to differences in equipment in accordance with standard operating procedures • Meet agreed workplace tolerances for Train/vehicle operations
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Freight Transport Logistics Operations Supervision Level IV	
Unit Title	Coordinate Fleet Control Logistics
Unit Code	EIS FTS4 11 0913
Unit Descriptor	This unit involves the skills and knowledge required to coordinate fleet control logistics, including carrying out fleet control functions, preparing for contingencies, communicating with customers and drivers, coordinating scheduling of operational tasks, and completing documentation.

Elements	Performance Criteria
1. Carry out fleet control functions	<p>1.1 Equipment and drivers are allocated following workplace procedures and in consideration of pick-up and delivery requirements.</p> <p>1.2 The movement of documentation is tracked in accordance with workplace procedures.</p> <p>1.3 Opportunities for improvement of fleet control logistics are identified and appropriate action is taken to recommend or implement the identified initiatives.</p>
2. Prepare for contingencies	<p>2.1 Contingency plans are implemented in accordance with workplace procedures and scope of authority.</p> <p>2.2 Routine problems are identified, clarified and appropriately resolved following workplace procedures.</p>
3. Communicate with customers and drivers	<p>3.1 Customer and driver enquiries are answered appropriately and following workplace procedures.</p> <p>3.2 Communication systems are accessed and used to communicate with drivers and customers in the completion of fleet management tasks.</p>
4. Coordinate scheduling of operational tasks	<p>4.1 Computerized scheduling system is accessed and used for processing the delivery of freight in accordance with workplace procedures.</p> <p>4.2 Critical transport factors are taken into account when planning and implementing delivery schedules in accordance with relevant regulations, workplace policy and procedures and operational plans.</p>
5. Complete documentation	<p>5.1 Fleet management information is recorded either in hard copy or on computer in accordance with workplace requirements.</p> <p>5.2 Completed documentation is dispatched, processed and/or filed in accordance with workplace procedures.</p>

Variable	Range
Critical transport factors when scheduling fleet operations	may include: <ul style="list-style-type: none"> • driver fatigue • customer requirement • road and weather conditions • OHS requirements • industrial award conditions • government regulations
The workplace environment	may involve twenty-four hour operation and may include: <ul style="list-style-type: none"> • single and multi-site locations • large, medium and small companies
Services, products, risks, work systems and requirements	may: <ul style="list-style-type: none"> • potentially vary across different sections of the workplace
Operations	involve: <ul style="list-style-type: none"> • internal and external customer contact and coordination
Consignments	may be: <ul style="list-style-type: none"> • palletized • containerized • packaged or loose • in gas, liquid or solid form
Transport	may be: <ul style="list-style-type: none"> • single or multi-modal
Modes of domestic transport	may include: <ul style="list-style-type: none"> • road • rail • air • sea
Communication equipment	may include: <ul style="list-style-type: none"> • radio • mobile phone (portable or in the cabin) • paging devices • satellite tracking systems • on-board computer
Consultative processes	may involve: <ul style="list-style-type: none"> • customers/clients • other employees and supervisors • suppliers • manufacturers • relevant authorities • management • union representatives

	<ul style="list-style-type: none"> • OHS specialists • other maintenance, professional or technical staff
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/documentation	<p>may include:</p> <ul style="list-style-type: none"> • workplace fleet control procedures and policies • information on equipment allocation, driver allocation, pick-up and delivery requirements • regulations and policies relating to minimizing risks to the environment and ensuring compliance with OHS requirements • supplier and/or client instructions • customer service standards and procedures • workplace products and services information • quality assurance standards and procedures • material safety data sheets • relevant agreements, codes of practice including the national standards for services and operations • manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions • workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information • legislation, regulations and related documentation relevant to workplace operations
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • regulations, standards and codes of practice relevant to workplace operations • relevant Ethiopian and federal and/or regional states OHS legislation • environmental protection regulations • hazardous substances and dangerous goods codes • relevant Ethiopian standards and certification requirements • license, patent or copyright arrangements

Evidence Guide

Critical Aspects of Competence	<p>Demonstration of applying:</p> <ul style="list-style-type: none"> • Carry out fleet control functions • Prepare for contingencies • Communicate with customers and drivers • Coordinate scheduling of operational tasks
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	<ul style="list-style-type: none"> • Complete documentation
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 coordination of fleet control logistics • Computerized fleet management and scheduling system(s) and guidelines for their use • Factors affecting scheduling in the road transport industry • Focus of operation of transport logistic systems, resources, management and workplace operating systems • Problems that may occur when coordinating fleet control logistics and appropriate action that can be taken to minimize or respond to them • Focus of operation of marketing systems and resources
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate and negotiate effectively with others when coordinating fleet control logistics • Read and interpret instructions, procedures and information relevant to the coordination of fleet control logistics • Interpret and respond to customer requirements • Interpret and follow operational instructions and prioritize work • Complete documentation related to the coordination of fleet control logistics • Operate electronic communication equipment to required protocol • Work collaboratively with others when coordinating fleet control logistics • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when coordinating fleet control logistics in accordance with workplace procedures • Implement contingency plans for unanticipated situations that may arise when coordinating fleet control logistics • Apply precautions and required action to minimize, control or eliminate hazards that may exist during the coordination of fleet control logistics • Apply relevant statutory requirements, codes of practice and local government by-laws • Plan work activities, including predicting consequences and identifying improvements

	<ul style="list-style-type: none"> • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Ensure the application of fatigue management knowledge and techniques by drivers • 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 Supervision Level IV	
Unit Title	Develop Transport Plans and Schedules
Unit Code	EIS FTS4 12 0913
Unit Descriptor	This unit involves the skills and knowledge required to develop Train/vehicle plans and schedules in accordance with workplace procedures and the requirements of relevant safe working regulations and codes of practice. It includes analyzing Train/vehicle requirements, establishing Train/vehicle specifications, establishing Train/vehicle section run times, and monitoring and updating Train/vehicle requirements.

Elements	Performance Criteria
1. Analyze Train/vehicle requirements	<p>1.1 The customer is consulted to establish their rail service requirements.</p> <p>1.2 Rail service provision is negotiated with the client, recorded and forwarded to operations control as per workplace procedures.</p> <p>1.3 Resource requirements are identified, noting special requirements for dangerous goods.</p>
2. Establish Train/vehicle specifications	<p>2.1 Train/vehicle consist is established to ensure efficient movement of freight or passengers.</p> <p>2.2 Train/vehicle configuration is established to provide for the efficient loading and unloading of freight and/or passengers, taking into account freight /passengers with special loading/unloading requirements.</p> <p>2.3 The train/vehicle specifications are checked to ensure that they meet special operating requirements and restrictions.</p>
3. Establish Train/vehicle section run times	<p>3.1 Train/vehicle section run times are confirmed for normal operations.</p> <p>3.2 Train/vehicle section run times for specific train/vehicles are established and graphed on the appropriate train/vehicle timetables.</p> <p>3.3 Train/vehicle section run times are negotiated with the appropriate rail authorities where required.</p> <p>3.4 Alterations/cancellations affecting Train/vehicle running times are promptly communicated to the appropriate rail authorities as required.</p>

4. Monitor and update Train/vehicle requirements	<p>4.1 Additional requirements are identified and incorporated into existing train/vehicles where possible.</p> <p>4.2 Additional requirements not able to be incorporated into existing train/vehicles are allocated to alternative train/vehicles.</p> <p>4.3 Detailed information relating to updated train/vehicles and dangerous goods requirements are conveyed to appropriate personnel as required by the workplace.</p>
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Variables	Range
Rail services	include: <ul style="list-style-type: none"> • the rail services currently provided by the workplace as well as approved rail services for future operations
Workplace procedures	may include: <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Resources	include motive power for all forms of: <ul style="list-style-type: none"> • locomotive or railcar power units • wagons/carriages and personnel
Dangerous goods	may include: <ul style="list-style-type: none"> • all freight or cargo covered by EDG Code
Train/vehicle timetables	include: <ul style="list-style-type: none"> • all published documentation applicable to the workplace's rail services provided
Rail authorities	include: <ul style="list-style-type: none"> • all authorities authorized to control section(s) of track within specified boundaries
Operations	may be conducted: <ul style="list-style-type: none"> • by day or night • in all relevant weather conditions
Work	may be conducted in: <ul style="list-style-type: none"> • restricted spaces • exposed conditions • controlled or open environments may involve exposure to: <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods and vehicles
Equipment	may include: <ul style="list-style-type: none"> • all Train/vehicles used within the rail system

Customers and passengers	include: <ul style="list-style-type: none"> all current national, key and local account customers as well as all potential customers and internal customers
Commercial and financial arrangements	include all rates and fares appropriate to the range of rail services and customers/clients (including potential customers/clients) covered by workplace operations
Workplace policies and procedures	include all relevant documentation appropriate to dealing with customers/clients
Operations control	includes the planning functions across a workplace not necessarily located in one location
Special operating requirements and restrictions	include: <ul style="list-style-type: none"> Train/vehicle length and gauge limits track condition specific loading and unloading requirements for passengers or freight
Internal customers	may include: <ul style="list-style-type: none"> Train/vehicle crews resource controllers area controllers/signalers workplace's emergency services yard and station staff crew transport service engineering groups Train/vehicle crewing personnel adjacent control areas business groups within the workplace
External customers	may include: <ul style="list-style-type: none"> business groups private rail operators contracted companies general public public emergency services interstate rail groups
Communication forms	may include: <ul style="list-style-type: none"> telephones radio network computer systems, email and internet fax written notices and memos oral and signed communications and forms
Information/documents	may include: <ul style="list-style-type: none"> applicable legislated rail safety requirements including acts and regulations with any nationally approved compliance codes and/or guidelines

	<ul style="list-style-type: none"> • workplace procedures and job specification • induction and training materials • Train/vehicle timetables • electronic management systems • two-way radio operation procedures • emergency procedures manual • manufacturers specifications and instructions for equipment • verbally communicated information and instructions • operations manuals • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes	<p>may include:</p> <ul style="list-style-type: none"> • relevant codes of practice and safe working system requirements • relevant Ethiopian Standards and related requirements • EDG Code and associated regulations • relevant OHS and environmental protection legislation

Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to:</p> <ul style="list-style-type: none"> • Analyze Train/vehicle requirements • Establish Train/vehicle specifications • Establish Train/vehicle section run times • Monitor and update Train/vehicle requirements
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Applicable legislated rail safety requirements including acts and regulations with any nationally approved compliance codes and/or guidelines • Relevant OHS and environmental procedures and regulations • Workplace procedures for developing Train/vehicle plans and schedules, including: office and customer service procedures, communication protocols, and procedures for completing relevant records and documentation • Rail services provided by the organization • Freight handling equipment used by the organization • Customer service policies and guidelines • Details of wagons, carriages and locomotives used by the organization • Timetables • Safe working systems and requirements • Relevant external rail authorities' operating requirements • Contractual arrangements with account customers • Typical problems that can occur when developing

	<ul style="list-style-type: none"> • Train/vehicle plans and schedules and appropriate action that can be taken to prevent or solve them • Relevant documentation requirements
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate and negotiate effectively with others when developing train/vehicle plans and schedules • Read and interpret instructions, procedures, information and signs relevant to the development of train/vehicle plans and schedules • Interpret train/vehicle graphs and diagrams • Interpret and follow operational instructions and prioritize work • Complete documentation and enter data related to the development of train/vehicle plans and schedules • Operate electronic communication equipment to required protocol • Carry out calculations related to loads and train/vehicle data • Work collaboratively with others when developing Train/vehicle plans and schedules • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Promptly report and/or rectify any identified problems that may occur when developing Train/vehicle plans and schedules in accordance with regulatory requirements and workplace procedures • Plan Train/vehicle consists • Implement safe working systems when developing train/vehicle plans and schedules • Implement contingency plans for unanticipated situations that may arise when developing train/vehicle plans and schedules • 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 electronic computing equipment
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Freight Transport Logistics Operations Supervision Level IV	
Unit Title	Ensure compliance with Ethiopian Dangerous Goods Code
Unit Code	EIS FTS4 13 0913
Unit Descriptor	This unit involves the skills and knowledge required to ensure compliance with the current Ethiopian Dangerous Goods Code (EDG code). It includes ensuring responsibilities for the handling and transport of dangerous goods is defined; managing performance and controlling risks; maintaining records; and evaluating effectiveness.

Elements	Performance Criteria
1 Ensure responsibilities for handling dangerous goods are defined	<p>1.1 Responsibilities and duties for the transport and handling of dangerous goods are clearly defined, and allocated and included in job descriptions and duty statements for all relevant positions.</p> <p>1.2 Any relevant licensing requirements for employees are confirmed.</p>
2 Manage performance and control risks	<p>2.1 Ongoing system for the control of risks, based on a hierarchy of control is developed and integrated within general work procedures.</p> <p>2.2 Measures to control assessed risks and monitor conformance are developed and implemented, in accordance with relevant dangerous goods transport regulations, code of practice and priorities identified in the workplace.</p> <p>2.3 Non-conformance is investigated and procedures for rectification instituted.</p> <p>2.4 Inadequacies in dangerous goods transport procedures are identified and measures are implemented to improve workplace practice.</p>
3 Maintain records	<p>3.1 A dangerous goods records system is established in accordance with relevant legislative framework.</p> <p>3.2 Accurate and legible records for operation within the workplace are completed in accordance with dangerous goods transport enterprise policies and legislative requirements.</p>
4 Evaluate effectiveness	<p>4.1 Feedback about the effectiveness of the dangerous goods transport policies, procedures and programs is collected from the workgroup and provided to senior management.</p> <p>4.2 Improvements to dangerous goods transport procedures are proposed to senior management,</p>

Variable	Range
Licensing requirements	may include specific licenses to deal with named dangerous goods or permits required by states, territories or regions to transport dangerous goods into or through their jurisdiction
Documentation and records	<p>may include:</p> <ul style="list-style-type: none"> • regulations and codes of practice relevant to the current EDG code, including safe working and local authority regulations and procedures • relevant OHS and environmental protection regulations • workplace policies and procedures related to the current EDG code • quality assurance procedures • emergency procedures • operations manuals, job specifications and induction documentation • technical instructions • dangerous goods declarations and material safety data sheets, where applicable • goods manifest • relevant Ethiopian Standards and certification requirements
Applicable legislation and regulations	<p>may include:</p> <ul style="list-style-type: none"> • Ethiopian and international regulations and codes of practice for the transport of dangerous goods and hazardous substances, specifically the EDG Code • relevant federal and/or regional states OHS and environmental protection legislation • workplace relations regulations • equal opportunity legislation • equal employment opportunity and affirmative action legislation

Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in:</p> <ul style="list-style-type: none"> • complying with the applicable regulations and the current EDG Code • complying with the relevant and current documentation for compliance of the current EDG Code • demonstrating an understanding of the hierarchy of control • demonstrating the using of effective communication techniques to give clear and accurate information in a form which is preferred and understood by the receiver
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant sections of national and state or territory regulatory requirements and codes of practice, including detailed knowledge and understanding of the Ethiopian Dangerous

	<p>Goods Code, the conditions and the employees to whom it applies</p> <ul style="list-style-type: none"> • Relevant OHS and environmental procedures and regulations particularly as they overlap with the current EDG Code • Operational procedures for safe transfer and storage of dangerous goods and hazardous materials • Requirements for completing relevant documentation in line with requirements of the current EDG Code • Code of practice for working collaboratively with others • Procedures to be followed in the event of an emergency • Procedures for managing and controlling hazardous situations when carrying out work activities
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when completing work activities, particularly in order to ensure their understanding of the current EDG Code and their responsibilities in relation to it • Read and interpret the current EDG Code, related documents and procedures, and information materials provided as guidance notes • Complete documentation related to work activities • Work collaboratively with others to ensure compliance and safety • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Implement contingency plans for unplanned events, particularly to deal with any potential breaches of the current EDG Code • Recognize hazards and apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities and engage others in the process • Modify activities depending on differing operational contingencies, risk situations and environments • Monitor work activities of team members in terms of planned schedule • Select and use required personal protective clothing and equipment conforming to industry and OHS standards
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 Supervision Level IV	
Unit Title	Implement and Supervise Transport Regulations Compliance Systems
Unit Code	EIS FTS4 14 0913
Unit Descriptor	This unit involves the skills and knowledge required to implement and supervise transport regulations compliance systems. It includes identifying and interpreting relevant regulations; carrying out operations in a compliant manner; and reviewing operations in line with transport regulations.

Elements	Performance Criteria
1 Identify and interpret relevant regulations	<p>1.1 Types of goods to be transported are correctly identified in accordance with workplace procedures and regulatory requirements.</p> <p>1.2 Sources of relevant federal and/or regional states transport regulations are identified.</p> <p>1.3 Information is accessed regarding federal and/or regional states transport regulations.</p> <p>1.4 Information is accurately interpreted.</p> <p>1.5 Responsibilities and duties according to federal and/or regional states regulations of the transport of goods are clearly identified.</p>
2 Carry out operations complying to transport regulations	<p>2.1 Procedures for the transportation of goods are carried out in accordance with requirements for the type of goods.</p> <p>2.2 Activities are carried out according to industry regulations/guidelines, and OHS, environmental and enterprise legislation, policies/procedures.</p> <p>2.3 Accurate and legible records for operation within the workplace are completed in accordance with transport regulations and enterprise policies and legislative requirements.</p> <p>2.4 Compliance with transport regulations and codes of practice are assessed to ensure legal requirements are maintained as a minimum and exceeded where possible.</p>
3 Review operations according to transport regulations	<p>3.1 Improvements to transport procedures are identified.</p> <p>3.2 Improvements to the effectiveness of the transport regulations, policies, procedures and programs are suggested.</p> <p>3.3 Compliance with transport regulations is assessed and modifications made if required.</p>

Variable	Range
Goods	<p>may include:</p> <ul style="list-style-type: none"> • livestock • perishables • dangerous goods • liquid • solids • non-perishable materials
Depending on the organization concerned, workplace procedures	<p>may be called:</p> <ul style="list-style-type: none"> • Standard Operating Procedures (SOPs) • company procedures • enterprise procedures • organizational and established procedures
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • phone • Electronic Data Interchange (EDI) • fax • email • internet • RF systems • oral, aural or signed communications
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • other employees and supervisors • relevant authorities and institutions • management and union representatives • industrial relations and OHS specialists
Documentation and records	<p>may include:</p> <ul style="list-style-type: none"> • transport regulations as they apply to the enterprise, including local authority regulations and procedures • relevant OHS and environmental protection regulations • workplace policies and procedures related to transport regulations • quality assurance procedures • emergency procedures • electrified territory regulations • dangerous goods declarations and material safety data sheets, where applicable • goods manifest • relevant Ethiopian Standards and certification requirements
Applicable legislation and regulations	<p>may include:</p> <ul style="list-style-type: none"> • relevant transport regulations for the enterprise, including Ethiopian and international regulations and codes of practice

	<p>for the transport of dangerous goods and hazardous substances</p> <ul style="list-style-type: none"> • relevant federal and/or regional states OHS and environmental protection legislation • workplace relations regulations
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Evidence Guide	
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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"> • Identify and interpret relevant regulations • Carry out operations complying to transport regulations • Review operations according to transport regulations
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Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant sections of transport regulations as they apply to the enterprise, including federal and/or regional states and national regulations • Relevant OHS and environmental procedures and regulations • Procedures for operating electronic communications equipment • Requirements for completing relevant documentation • Code of practice for working collaboratively with others • Typical defects that can occur and related action that should be taken • Procedures for identifying equipment defects and assessing for appropriate action • Steps involved in planning the work activities • Procedures to be followed in the event of an emergency • Procedures for managing and controlling hazardous situations when carrying out work activities
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Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when completing work activities • Read and interpret instructions, procedures, information and signs relevant to work activities, including the relevant parts of transport regulations, or related implementation materials • 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 • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures
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	<ul style="list-style-type: none"> • Implement contingency plans for unplanned events, particularly any breaches, or threatened breaches of the relevant transport regulations • Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities • Modify activities depending on differing operational contingencies, risk situations and environments • Monitor work activities in terms of planned schedule • Operate equipment in accordance with standard operating procedures • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Select and use required personal protective clothing and equipment conforming to industry and OHS standards • Monitor performance of equipment in terms of its potential effect on compliance
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 Supervision Level IV	
Unit Title	Inspect Vehicle Systems and Determine Preferred Repair Action
Unit Code	EIS FTS4 15 0913
Unit Descriptor	This unit covers the competence required to carry out an inspection of vehicle systems and determine repair and/or replacement methods.

Elements	Performance Criteria
1. Prepare to undertake inspection	<p>1.1. Nature and scope of work requirements are identified and confirmed.</p> <p>1.2. OHS requirements, including regulatory requirements and personal protection needs are observed throughout the work.</p> <p>1.3. Procedures and information such as workshop manuals and specifications, and tooling, are sourced.</p> <p>1.4. Method options are analyzed and those most appropriate to the circumstances are selected and prepared.</p> <p>1.5. Technical and/or calibration requirements for vehicle systems are sourced and support equipment is identified and prepared.</p> <p>1.6. Warnings in relation to working with vehicle systems are observed.</p>
2. Conduct inspection	<p>2.1. Methods for inspection implemented in accordance with workplace procedures and manufacturer/component supplier specifications.</p> <p>2.2. Observations are noted during inspection.</p> <p>2.3. Documentation of observations are completed.</p>
3. Analyze inspection results	<p>3.1. Results are compared with manufacturer/component supplier specifications to indicate compliance or non-compliance.</p> <p>3.2. Results are documented with evidence and supporting information.</p> <p>3.3. Preferred repair action is selected following analysis of options.</p> <p>3.4. Report, including repair recommendations, is prepared and forwarded to persons for action in accordance with workplace procedures.</p>

Variables	Range
OHS	requirements 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 firefighting equipment, enterprise first aid, hazard control and hazardous materials and substances
Methods	are to include: <ul style="list-style-type: none"> • inspection and testing • fault finding using aural, visual and operational assessments for defects • repair option analysis • report writing
Personal protective equipment	<ul style="list-style-type: none"> • is to include that prescribed under legislation/regulation/codes of practice and workplace policies and practices
Safe operating procedures	are to include, but are not limited to : <ul style="list-style-type: none"> • operational risk assessment and treatments associated with vehicular movement, toxic substances, electrical safety, machinery movement and operation, manual and mechanical lifting and shifting, working in proximity to others and site visitors
Emergency procedures	related to this unit are to include but may not be limited to: <ul style="list-style-type: none"> • emergency shutdown and stopping of equipment, extinguishing fires, enterprise first aid requirements and site evacuation
Environmental requirements	are to include but are not limited to: <ul style="list-style-type: none"> • waste management, noise, dust and clean-up management
Quality requirements	are to include, but are not limited to: <ul style="list-style-type: none"> • regulations, including Ethiopian Standards, internal company quality policy and standards and enterprise operations and procedures
Statutory/regulatory authorities	may include Federal, and State authorities administering acts, regulations and codes of practice
Tooling and equipment	may include hand tooling, meters, gauges and load testing devices
Materials	may include cleaning materials
Communications	are to include, but are not limited to verbal and visual instructions and fault documenting and may include site specific instructions, written instructions, plans or instructions related to job/task, telephones and pagers
Information/documents	may include: <ul style="list-style-type: none"> • verbal or written and graphical instructions, signage, work schedules/plans/specifications, work bulletins, memos, material safety data sheets, diagrams or sketches

	<ul style="list-style-type: none"> • safe work procedures related to the determination of repair action • regulatory/legislative requirements pertaining to automotive industry, including Ethiopian Design Rules • engineer's design specifications and instructions • organization work specifications and requirements • instructions issued by authorized enterprise or external persons
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Evidence Guide			
Critical Aspects of Competence	Must demonstrate skills and knowledge of:	<ul style="list-style-type: none"> • observing safety procedures and requirements • communicating effectively with others involved in or affected by the work • selecting methods and techniques appropriate to the circumstances • completing preparatory activity in a systematic manner • conducting inspection of a range of vehicle systems in accordance with workplace requirements • interpreting inspection results • analyzing repair options and selecting the most appropriate option • completing report, including repair recommendations • vehicle presentation to customer in compliance with workplace requirements 	
Underpinning Knowledge and Attitudes	Demonstrate knowledge of:	<ul style="list-style-type: none"> • OHS and environmental regulations/requirements, equipment, material and personal safety requirements • dangers of working with vehicles and equipment • operating principles vehicle systems and their relationship to each other • inspection procedures • repair and replacement procedures • enterprise quality procedures • work organization and planning processes 	
Underpinning Skills	Demonstrate skills to:	<ul style="list-style-type: none"> • apply research and interpretive skills sufficient to locate, interpret and apply manufacturer/component supplier procedures, workplace policies and procedures • apply analytical skills for identification and analysis of technical information • apply plain English literacy and communication skills in relation to dealing with customers and team members • apply questioning and active listening skills for example when obtaining information from customers 	
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	<ul style="list-style-type: none"> • apply oral communication skills sufficient to convey information and concepts to customers • apply planning and organizing skills to own work activities, including making good use of time and resources, sorting out priorities and monitoring own performance • interact effectively with other persons both on a one-to-one basis and in groups, including understanding and responding to the needs of a customer and working effectively as a member of a team to achieve a shared goal • capacity to apply problem-solving strategies in purposeful ways, both in situations where the problem and solution are clearly evident and in situations requiring critical thinking and a creative approach to achieve an outcome • use mathematical ideas and techniques to correctly calculate time, assess tolerances, apply accurate measurements, calculate material requirements and establish quality checks • use workplace technology related to the determination of repair action, including the use of specialist tooling, measuring equipment, computerized technology and communication devices and the documenting/recording of results
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 Supervision Level IV	
Unit Title	Apply Workplace Statistics
Unit Code	<u>EIS FTS4 16 0913</u>
Unit Descriptor	This unit involves the skills and knowledge required to apply statistical data in the workplace including identifying situations where statistics are used in the workplace, collecting numerical data, processing and presenting data, and interpreting trends and patterns from numerical data.

Elements	Performance Criteria
1 Identify situations where statistics are used in the workplace	1.1 Types of statistical representations of data are identified. 1.2 Users of statistical data in the workplace are identified. 1.3 Statistical data representations are matched for appropriate workplace applications.
2 Collect numerical data	2.1 Purpose of data collection is identified. 2.2 Sources of information are established. 2.3 Data collection methods are used. 2.4 Mathematical processes are used to arrange data. 2.5 Data collected is checked for accuracy. 2.6 Potential for inaccurate results arising from variables is estimated and described.
3 Process and present data	3.1 Data collected is represented in graphs, tables, averages and percentages as required. 3.2 Spreadsheets and flowcharts are used to present data.
4 Interpret trends and patterns from numerical data	4.1 Non-conforming results outside of the predicted outcome are noted and reasons identified. 4.2 Trends or patterns in data are noted. 4.3 Possible reasons for trends or patterns are generated. 4.4 Potential solutions are identified. 4.5 Appropriate techniques are used to encourage participation of team/group members to interpret and use statistical data.
5 Apply outcomes of statistical analysis to workplace operations	5.1 Interpreted data is used to identify possible improvements in work processes and organization. 5.2 Appropriate action is initiated to implement identified strategies for the improvement of processes or work organization in accordance with workplace procedures.

	5.3 Improvements are statistically monitored and evaluated in accordance with workplace procedures.
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Variable	Range
The workplace environment may involve twenty-four hour operation and	may include: <ul style="list-style-type: none"> • single and multi-site location • large, medium and/or small companies
Services, products, risks, work systems and requirements	may potentially: <ul style="list-style-type: none"> • vary across different sections of the workplace
Customer and supplier contact and coordination	is: <ul style="list-style-type: none"> • a requirement of these operations
The key requirement of this unit	is to: <ul style="list-style-type: none"> • interpret the data and provide appropriate, timely information on the outcomes of data analysis to appropriate personnel
Workplace applications of statistical data representations	may include (examples only): <ul style="list-style-type: none"> • monitoring work flow • inventory and stock levels • customer surveys • supplier and market analysis • fleet control
Statistics	may be generated from <ul style="list-style-type: none"> • raw data • machine generated information • complex, dedicated computerised facilities
Personnel in work area	may include: <ul style="list-style-type: none"> • other employees and supervisors • customers and suppliers • external authorities and agencies • management and union representatives • industrial relations, Occupational Health and Safety specialists • other professional or technical staff, contractors and maintenance personnel
Depending on the type of organization concerned and the local terminology used, workplace procedures	may include: <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Information/documentation	may include: <ul style="list-style-type: none"> • workplace procedures, policies and instructions

	<ul style="list-style-type: none"> • guidelines relating to minimising risks to the environment and occupational health and safety requirements • relevant agreements, codes of practice including the national standards for manual handling and the industry safety code • legislation, regulations and related documentation • reports of accidents and incidents within regulatory requirements and enterprise procedures • workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information • quality assurance procedures
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant regulations, standards and codes of practice • relevant Ethiopian and federal and/or regional states OHS legislation • equal employment legislation and related policies • environmental protection 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"> • Identify situations where statistics are used in the workplace • Collect numerical data • Process and present data • Interpret trends and patterns from numerical data • Apply outcomes of statistical analysis to workplace operations
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant procedures and duty of care requirements • Relevant OHS responsibilities • Workplace protocols and procedures for applying workplace statistics within work activities • Focus of operation of recording, reporting and statistical analysis systems and resources • Resource availability including the processing capacity of equipment and software systems for statistical analysis of data • Coaching and mentoring approaches to support team members to develop knowledge and skills in statistical collection, collation and analysis • Workplace business policies and plans including procedures for reporting performance
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when applying workplace statistics

	<ul style="list-style-type: none"> • Read and interpret instructions, procedures, and technical data relevant to the application of workplace statistics • Interpret and follow operational instructions and prioritize work • Complete documentation related to workplace statistics • Work collaboratively with others when applying workplace statistics • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems related to the application of workplace statistics in accordance with workplace procedures • Select and appropriately apply technology, information systems and procedures to workplace tasks • 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 Supervision Level IV	
Unit Title	Plan and Control Daily Transport Operations
Unit Code	EIS FTS4 17 0913
Unit Descriptor	This unit involves the skills and knowledge required to plan and control daily transport operations in accordance with workplace procedures and the requirements of relevant safe working regulations and codes of practice. It includes developing a daily transport plan, implementing daily transport movements, monitoring the daily transport plan, and maintaining all required documentation and workplace procedures.

Elements	Performance Criteria
1. Develop daily transport plan	<p>1.1 The status of current daily transport plan is established based on the proposed track movements, and possessions.</p> <p>1.2 The current plan is amended if appropriate, to accommodate planned transportation movements priorities.</p> <p>1.3 Contingency plans are developed to cater for unplanned events following company procedures.</p> <p>1.4 Information relating to transportation movement within the area of movement is collated and analyzed.</p> <p>1.5 Safe working standards, circulars, faxes and special train notices are checked for application according to workplace procedures.</p> <p>1.6 Resource availability to accommodate planned transportation movements in daily plan and contingency plan is identified and resources are allocated according to workplace procedures.</p> <p>1.7 Workplaces operational management system information is reviewed against observed status stock in accordance with workplace procedures.</p>
2. Implement daily transport movements	<p>2.1 Required authorities and instructions are prepared and issued in accordance with plan.</p> <p>2.2 Traffic movements are directed to ensure optimum running according to train plan and workplace procedures.</p> <p>2.3 Resource movements are coordinated according to transport plan and workplace procedures.</p>

Variables	Range
workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Resources	<p>may include:</p> <ul style="list-style-type: none"> • motive power units • train crews • alternative forms of transport • rolling stock • fueling and servicing locations
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> • by day or night • in all relevant weather conditions
Work	<p>may be conducted in:</p> <ul style="list-style-type: none"> • restricted spaces • exposed conditions • controlled or open environments <p>may involve exposure to:</p> <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods and vehicles
The control of train operations within the defined rail network of the workplace	<p>embraces:</p> <ul style="list-style-type: none"> • the movement of trains • related operating personnel • track machines • alternate transport arrangements
Unplanned events	<p>may include:</p> <ul style="list-style-type: none"> • derailment • rail damage • illness • dangerous goods spillage • major equipment failure • fire • injury and fatality • earthworks • collisions • bomb threat • accidents • acts of nature • overhead line damage • out-of-course running • energy disruptions

	<ul style="list-style-type: none"> • flood • obstructions • bridge damage • explosions
Internal customers	<p>may include:</p> <ul style="list-style-type: none"> • train crews • resource controllers • area controllers/signallers • workplace's emergency services • yard and station staff • crew transport service • engineering groups • train crewing personnel • adjacent control areas • business groups within the workplace
External customers	<p>may include:</p> <ul style="list-style-type: none"> • business groups • private rail operators • contracted companies • general public • public emergency services • interstate rail groups.
Communication forms	<p>may include:</p> <ul style="list-style-type: none"> • telephones • radio network • designated software and computer systems • facsimile • written notices • oral and signed communications and forms
Authorizations	<p>may include:</p> <ul style="list-style-type: none"> • safe working and track possession authorities
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines • workplace procedures and job specification • induction and training materials • daily running records • incident reports • track possession information • electronic management systems • two-way radio operation procedures • local instructions • emergency procedures manual

	<ul style="list-style-type: none"> • equipment operations manuals • isolation and lock out procedures • track speed, length and load limitations information • conditions of service, legislation and industrial agreements including workplace agreements and awards
Applicable procedures and codes	<p>may include:</p> <ul style="list-style-type: none"> • relevant federal and/or regional states codes of practice and safe working system requirements • relevant Ethiopian Standards • relevant federal and/or regional states OHS legislation • relevant federal and/or regional states 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"> • Develop daily transport plan • Implement daily transport movements
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Applicable legislated rail safety requirements including acts and regulations from each state and territory together with any nationally approved compliance codes and/or guidelines • Relevant OHS and environmental procedures and regulations including codes of practice for manual handling • Workplace procedures for the planning and control of train operations, including: office and customer service, rostering, radio communication, completing relevant documentation, and procedures to be followed in the event of an emergency • Train control diagrams and graphing • Timetabling principles • System limitations • Safe working systems and requirements • Rail system geography • Yards, depots and station workings • Restrictions relating to loads and conditions • Draw gear capacities • Operations coordination system • Track characteristics and limitations • Train journey requirements • Relevant documentation requirements
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when planning and controlling daily train operations

	<ul style="list-style-type: none"> • Read and interpret instructions, procedures, information and signs relevant to the planning and control of daily train operations • Interpret and follow operational instructions and prioritize work • Document train operations and incidents • Complete documentation or enter data related to the planning and control of daily train operations • Work collaboratively with others when planning and controlling daily train operations • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when planning and controlling daily train operations in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unanticipated situations that may arise when planning and controlling daily train operations • Implement safe working systems when controlling train operations • Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities • Monitor journey schedule • Monitor work activities in terms of planned schedule • Monitor and anticipate operational hazards and take appropriate action • 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 • Select and use relevant equipment and diagrams when planning and controlling daily train operations • Meet agreed workplace tolerances for train operations • Adapt to differences • Operate electronic communication equipment to required protocol in equipment in accordance with standard operating procedures 		
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.		
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning 		
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.		
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Occupational Standard: Freight Transport Logistics Operations Supervision Level IV	
Unit Title	Monitor Rosters
Unit Code	EIS FTS4 18 0913
Unit Descriptor	This unit involves the skills and knowledge required to develop rosters in accordance with regulatory and workplace requirements, including identifying operating requirements, identifying tasks and responsibilities and work requirements, and establishing and finalizing work rosters.

Elements	Performance Criteria
1. Identify operating requirements	<p>1.1 Transport timetables and running times for each line or service are identified and kept updated within roster operations.</p> <p>1.2 Transport running times are identified for each line or service to ensure all crewing requirements are planned.</p> <p>1.3 Set working or work tasks to be performed are identified for each transport service.</p> <p>1.4 Contingency plans covering operational problems are identified and impact on crewing needs analyzed.</p>
2. Establish work rosters	<p>2.1. Rosters are developed to cover all work requirements with regard to relevant industrial/workplace conditions, absenteeism levels and planned leave.</p> <p>2.2. Rosters are arranged to allow sufficient flexibility to allow contingency plans to be implemented.</p> <p>2.3. Rosters are circulated in accordance with workplace policies and procedures for review by affected personnel.</p> <p>2.4. Relevant OHS requirements are identified and addressed in the rosters developed.</p> <p>2.5. Relevant safe working systems and requirements are identified and addressed in the rosters developed.</p>
3. Identify changes to timetables, planned activities and support activities	<p>3.1 Changes to transport timetables are identified and their effect on operation and support areas is assessed.</p> <p>3.2 New work requirements or revised set workings are identified and communicated to appropriate personnel.</p> <p>3.3 Difficulties relating to new work requirements are resolved with central roster operations and the appropriate work areas.</p>

	3.4 Difficulties in achieving changes to work outcomes are resolved with those initiating change within workplace policies and procedures .
4. Confirm changes to planned activities	<p>4.1 Changes to planned services are identified and confirmed and impact on support activities is assessed.</p> <p>4.2 Support activities required to achieve amended service are assessed and necessary resources are identified and allocated.</p> <p>4.3 Revised work outcomes or set workings are conveyed to relevant support work area(s) for implementation.</p>
5. Confirm personnel availability	<p>5.1 Amended rosters and work requirements are confirmed and distributed to appropriate work areas.</p> <p>5.2 Personnel on amended rosters who are required to achieve new work outcomes are notified of changes.</p> <p>5.3 Difficulties associated with compliance with amended roster(s) or work outcomes are resolved within the work area to the satisfaction of all involved within workplace policies and procedures.</p> <p>5.4 Agreed work area changes to rostered work or amended work outcomes are communicated to central roster operations and the appropriate personnel records area.</p>
6. Re-allocate personnel and amend rosters	<p>6.1 Agreed changes to rosters are confirmed with appropriate personnel.</p> <p>6.2 Appropriate arrangements are made for the implementation of amended rosters.</p> <p>6.3 Personnel are re-allocated to achieve agreed work outcomes or amended set workings.</p> <p>6.4 Final amendments to rosters are made to achieve agreed work outcomes or set workings.</p> <p>6.5 Appropriate documents are updated to reflect changes made and ensure their recognition.</p>
7. Finalize work rosters	<p>7.1 Feedback from personnel associated with rosters is addressed and acceptable modifications agreed.</p> <p>7.2 Final rosters are documented and distributed to ensure work requirements are accurately communicated.</p>

Variables	Range
Contingency plans	may include: <ul style="list-style-type: none"> • non-availability of rolling stock

	<ul style="list-style-type: none"> • additional services • non-availability of personnel • non-availability of material handling equipment • non-availability of freight handling equipment • late arrival or cancellation of services
workplace policies and procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Support activities	<p>may include:</p> <ul style="list-style-type: none"> • shunting and marshalling • freight loading and unloading • luggage loading and unloading • vehicle loading and unloading • station support activities • interchange support activities • crew transport • training personnel • revenue processing • operations control
Work	<p>may be conducted in:</p> <ul style="list-style-type: none"> • in a range of work environments • by day or night
Work rosters	<p>may cover:</p> <ul style="list-style-type: none"> • long distance passenger services • urban passenger services • long distance freight services • short distance freight services • maintenance vehicle operations
Staff covered by work rosters	<p>may include:</p> <ul style="list-style-type: none"> • driving and driving support crews • shunting and marshalling crews • terminal personnel • freight handling personnel • station personnel • interchange personnel • transit officers • security officers • revenue collection officers • passenger assist/customer service personnel • yard support personnel • crew transport personnel • transport control centre personnel and traffic officers

Changes to planned services	<p>may include:</p> <ul style="list-style-type: none"> • changes in demand • response to emergencies
Real time issues	<p>may include:</p> <ul style="list-style-type: none"> • absenteeism • additional support services due to injury • emergencies
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • phone • Electronic Data Interchange (EDI) • fax • email • internet • RF systems • oral, aural or signed communications
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • regulatory and/or code requirements relevant to the development of rosters • workplace procedures and policies for the development of rosters • work rosters • transport graphs • hard copy documentation • safe working forms • dangerous goods manifest • operations manuals, job specifications and induction documentation • manufacturers specifications for office equipment • conditions of service, award, enterprise bargaining agreement, and 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 federal and/or regional states regulations, safe working systems and codes of practice relevant to the development of rosters, including the EDG Code and the Code of Practice for the Defined Interstate Rail Network in situations where the trains are operating on that network

	<ul style="list-style-type: none"> • relevant federal and/or regional states privacy legislation • relevant federal and/or regional states OHS and environmental protection legislation • state, federal or Territory award legislation • workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation
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Evidence Guide	
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Critical Aspects of Competence	<p>Demonstration of applying:</p> <ul style="list-style-type: none"> • Identify operating requirements • Establish work rosters • Identify changes to timetables, planned activities and support activities • Confirm changes to planned activities • Confirm personnel availability • Re-allocate personnel and amend rosters • Finalize work rosters
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Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Regulations, safe working systems and codes of practice relevant to the development of rosters • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for development of rosters • Focus of operation of work systems, equipment, management and site operating systems for the development of rosters • Elements of operations relevant to the development of rosters, including: embarkation and disembarkation requirements; equipment capacities and limitations; passenger service needs; personnel capabilities; requirements for absentee coverage; safe working systems and requirements; station, interchange and terminal operations; support services; and transport services offered by the organization • Problems that may occur when developing rosters and appropriate action that can be taken to resolve the problems • Documentation and reporting requirements for the developing of rosters, including computer-based systems
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Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when developing rosters • Read and interpret instructions, procedures and information relevant to the development of rosters • Interpret set workings and combined set workings
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	<ul style="list-style-type: none"> • Interpret transport timetables and service details • Interpret and follow operational instructions and priorities work • Complete documentation related to the development of rosters • Operate electronic communication equipment to required protocol • Work collaboratively with others when developing rosters • Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others • Promptly report and/or rectify any identified problems that may arise when developing rosters in accordance with workplace procedures • Interpret conditions of employment and industrial agreements and awards • Prepare roster documentation in line with workplace format • Allocate suitably qualified personnel to tasks • 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/office equipment required when developing rosters
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 Supervision Level IV	
Unit Title	Manage Work Activities
Unit Code	EIS FTS4 19 0913
Unit Descriptor	This unit covers the knowledge, skills and attitude required in planning and organizing work. It may be applied to a small independent operation or to a section of a large organization.

Element	Performance Criteria
1. Set objectives	<p>1.1 Objectives are consistent with and linked to work activities in accordance with organizational aims.</p> <p>1.2 Objectives are stated as measurable targets with clear time frames.</p> <p>1.3 Support and commitment of team members are reflected in the objectives.</p> <p>1.4 Realistic and attainable objectives are identified.</p>
2. Plan and schedule work activities	<p>2.1 Tasks/work activities to be completed are identified and prioritized as directed.</p> <p>2.2 Tasks/work activities are broken down into steps in accordance with set time frames achievable components in accordance with set time frames.</p> <p>2.3 Resources are allocated as per requirements of the activity.</p> <p>2.4 Schedule of work activities is coordinated with personnel concerned.</p>
3. Implement work plans	<p>3.1 Work methods and practices are identified in consultation with personnel concerned.</p> <p>3.2 Work plans are implemented in accordance with set time frames, resources and standards.</p>
4. Monitor work activities	<p>4.1 Work activities and work performance are monitored and compared with set objectives.</p> <p>4.2 Deviations from work activities are reported and recommendations are coordinated with appropriate personnel and in accordance with set standards.</p> <p>4.3 Reporting requirements are complied with in accordance with recommended format.</p> <p>4.4 Observe timeliness of report.</p> <p>4.5 Files are established and maintained in accordance with standard operating procedures.</p>

<p>5. Review and evaluate work plans and activities</p>	<p>5.1 Work plans, strategies and implementation are reviewed based on accurate, relevant and current information.</p> <p>5.2 Review is based on comprehensive consultation with appropriate personnel on outcomes of work plans and reliable feedback.</p> <p>5.3 Results of review are provided to concerned parties and formed as the basis for adjustments/simplifications to be made to policies, processes and activities.</p> <p>5.4 Performance appraisal is conducted in accordance with organization rules and regulations.</p> <p>5.5 Performance appraisal report is prepared and documented regularly as per organization requirements.</p> <p>5.6 Recommendations are prepared and presented to appropriate personnel/authorities.</p> <p>5.7 Feedback mechanisms are implemented in line with organization policies.</p>
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Variable	Range
Objectives	may include <ul style="list-style-type: none"> • Specific • General
Resources	may include <ul style="list-style-type: none"> • Personnel • Equipment and technology • Services • Supplies and materials • Sources for accessing specialist advice • Budget
Schedule of work activities	may include <ul style="list-style-type: none"> • Daily • Work-based • Contractual • Regular • Confidential • Disclosure / Non-disclosure
Work methods and practices	may include <ul style="list-style-type: none"> • Work methods and practices may include but not limited to: • Legislated regulations and codes of practice • Industry regulations and codes of practice • Occupational health and safety practices
Work plans	may include <ul style="list-style-type: none"> • Daily work plans • Project plans • Program plans

	<ul style="list-style-type: none"> • Organization strategic and restructuring plans • Resource plans • Skills development plans • Management strategies and objectives
Standards	<p>may include</p> <ul style="list-style-type: none"> • Performance targets • Performance management and appraisal systems • Occupational standards and safety standards • Employment contracts • Client contracts • Discipline procedures and Internal quality assurance • Internal and external accountability and auditing requirements
Appropriate personnel/ authorities	<p>may include</p> <ul style="list-style-type: none"> • Appropriate personnel include: • Management • Line Staff
Feedback mechanisms	<p>may include</p> <ul style="list-style-type: none"> • Feedback mechanisms include: • Verbal feedback • Informal feedback • Formal feedback • Questionnaire • Survey • Group discussion

Evidence Guide	
Critical Aspects of Competence	<p>Assessment requires evidence that the candidate to:</p> <ul style="list-style-type: none"> • set objectives • plan and schedule work activities • implement work plans • monitor work activities • review and evaluate work plans and activities
Underpinning Knowledge	<ul style="list-style-type: none"> • Organization's strategic plan, policies rules and regulations, laws and objectives for work unit activities and priorities • Organizations policies, strategic plans, guidelines related to the role of the work unit • Team work and consultation strategies
Underpinning Skills	<ul style="list-style-type: none"> • Leading • Planning, Organizing and Coordinating • Communication Skills • Inter-and intra-person/motivation skills • Presentation 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 Supervision Level IV	
Unit Title	Plan and Organize Work
Unit Code	EIS FTS4 20 0913
Unit Descriptor	This unit covers the knowledge, skills and attitude required in planning and organizing work activities in a production application. It may be applied to a small independent operation or to a section of a large organization.

Elements	Performance Criteria
1. Set objectives	1.1 Objectives are planned consistent with and linked to work activities in accordance with organizational aims. 1.2 Objectives are stated as measurable targets with clear time frames. 1.3 Support and commitment of team members are reflected in the objectives. 1.4 Realistic and attainable objectives are identified.
2. Plan and schedule work activities	2.1 Tasks/work activities to be completed are identified and prioritized as directed. 2.2 Tasks/work activities are broken down into steps in accordance with set time frames and achievable components. 2.3 Task/work activities are assigned to appropriate team or individuals in accordance with agreed functions. 2.4 Resources are allocated as per requirements of the activity. 2.5 Schedule of work activities is coordinated with personnel concerned.
3. Implement work plans	3.1 Work methods and practices are identified in consultation with personnel concerned. 3.2 Work plans are implemented in accordance with set time frames, resources and standards .
4. Monitor work activities	4.1 Work activities are monitored and compared with set objectives. 4.2 Work performance is monitored. 4.3 Deviations from work activities are reported and recommendations are coordinated with appropriate personnel and in accordance with set standards. 4.4 Reporting requirements are complied with in accordance with recommended format. 4.5 Timeliness of report is observed. 4.6 Files are established and maintained in accordance with standard operating procedures.

<p>5. Review and evaluate work plans and activities</p>	<p>5.1 Work plans, strategies and implementation are reviewed based on accurate, relevant and current information.</p> <p>5.2 Review is done based on comprehensive consultation with appropriate personnel on outcomes of work plans and reliable feedback.</p> <p>5.3 Results of review are provided to concerned parties and formed as the basis for adjustments/simplifications to be made to policies, processes and activities.</p> <p>5.4 Performance appraisal is conducted in accordance with organization rules and regulations.</p> <p>5.5 Performance appraisal report is prepared and documented regularly as per organization requirements.</p> <p>5.6 Recommendations are prepared and presented to appropriate personnel/authorities.</p> <p>5.7 Feedback mechanisms are implemented in line with organization policies.</p>
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Variable	Range
Objectives	<ul style="list-style-type: none"> • Specific • General
Resources	<ul style="list-style-type: none"> • Personnel • Equipment and technology • Services • Supplies and materials • Sources for accessing specialist advice • Budget
Schedule of work activities	<ul style="list-style-type: none"> • Daily • Work-based • Contractual • Regular
Work methods and practices	<ul style="list-style-type: none"> • Legislated regulations and codes of practice • Industry regulations and codes of practice • Occupational health and safety practices
Work plans	<ul style="list-style-type: none"> • Daily work plans • Project plans • Program plans • Resource plans • Skills development plans • Management strategies and objectives
Standards	<ul style="list-style-type: none"> • Performance targets • Performance management and evaluation systems • Occupational standards • Employment contracts • Client contracts • Discipline procedures

	<ul style="list-style-type: none"> • Workplace assessment guidelines • Internal quality assurance • Internal and external accountability and auditing requirements • Training Regulation Standards • Safety Standards
Appropriate personnel/ authorities	<ul style="list-style-type: none"> • Appropriate personnel include: • Management • Line Staff
Feedback mechanisms	<p>Feedback mechanisms include:</p> <ul style="list-style-type: none"> • Verbal feedback • Informal feedback • Formal feedback • Questionnaire • Survey and Group discussion

Evidence Guide	
Critical Aspects of Competence	<p>Assessment requires evidence that the candidate to:</p> <ul style="list-style-type: none"> • set objectives • plan and scheduled work activities • implement work plans • monitor work activities • review and evaluate work plans and activities
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Organization's strategic plan, policies rules and regulations, laws and objectives for work unit activities and priorities • Organizations policies, strategic plans, guidelines related to the role of the work unit • Team work and consultation strategies
Underpinning Skills	<p>Demonstrates skill of:</p> <ul style="list-style-type: none"> • Planning • Leading • Organizing • Coordinating • Communication Skills • Inter-and intra-person/motivation skills • Presentation skills
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 Supervision Level IV	
Unit Title	Migrate to New Technology
Unit Code	EIS FTS4 21 0913
Unit Descriptor	This unit defines the competence required to apply skills and knowledge in using new or upgraded technology. The rationale behind this unit emphasizes the importance of constantly reviewing work processes, skills and techniques in order to ensure that the quality of the entire business process is maintained at the highest level possible through the appropriate application of new technology. To this end, the person is typically engaged in on-going review and research in order to discover and apply new technology or techniques to improve aspects of the organization's activities.

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

Variables	Range
Environmental Considerations	May include but is not limited to recycling, safe disposal of packaging (e.g. cardboard, polystyrene, paper, plastic) and correct disposal of waste materials by an authorized body
Feedback	May include surveys, questionnaires, interviews and meetings.

Evidence Guide	
Critical Aspects of Competence	Competence must confirm the ability to transfer the application of existing skills and knowledge to new technology
Underpinning Knowledge and Attitudes	<ul style="list-style-type: none"> • Broad awareness of current technology trends and directions in the industry (e.g. systems/procedures, services, new developments, new protocols) • Knowledge of vendor product directions • Ability to locate appropriate sources of information regarding metal manufacturing and new technologies • Current industry products/services, procedures and techniques with knowledge of general features • Information gathering techniques
Underpinning Skills	<ul style="list-style-type: none"> • Research skills for identifying broad features of new technologies • Ability to assist in the decision making process • Literacy skills in regard to interpretation of technical manuals • Ability to solve known problems in a variety of situations and locations • Evaluate and apply new technology to assist in solving organizational problems • General analytical skills in relation to known problems
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Freight Transport Logistics Operations Supervision Level IV	
Unit Title	Establish Quality Standards
Unit Code	EIS FTS4 22 0913
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to establish quality specifications for work outcomes and work performance. It includes monitoring and participation in maintaining and improving quality, identifying critical control points in the production of quality output and assisting in planning and implementing of quality assurance procedures.

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

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

Variable	Range
Sourced	<ul style="list-style-type: none"> • End-users • Customers or stakeholders
Legislated requirements	<ul style="list-style-type: none"> • Verification of product quality as part of consumer legislation or specific legislation related to product content or composition.
Safety procedures.	<ul style="list-style-type: none"> • Use of tools and equipment for fabrication/production/manufacturing works • Workplace environment and handling of material safety, • Following occupational health and safety procedures designated for the task • Respect the policies, regulations, legislations, rule and procedures for manufacturing/production/fabrication works

Evidence Guide	
Critical Aspect of Competence	<p>Assessment requires evidence that the candidate to :</p> <ul style="list-style-type: none"> • Monitor quality of work • Establish quality specifications for product • Participate in maintaining and improving quality at work

	<ul style="list-style-type: none"> • Identify hazards and critical control points in the production of quality product • Assist in planning of quality assurance procedures • Report problems that affect quality • Implement quality assurance procedures
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • work and product quality specifications • quality policies and procedures • improving quality at work • hazards and critical points of operation • obtaining and using information • applying federal and regional legislation within day-today work activities • accessing and using management systems to keep and maintain accurate records • requirements for correct preparation and operation • technical writing
Underpinning Skills	<p>Demonstrates skills in:</p> <ul style="list-style-type: none"> • monitoring quality of work • establishing quality specifications for product • participating in maintaining and improving quality at work • identifying hazards and critical control points in the production of quality product • assisting in planning of quality assurance procedures • reporting problems that affect quality • implementing quality assurance 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 Supervision Level IV	
Unit Title	Develop Individuals and Team
Unit Code	EIS FTS4 23 0913
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to determine individual and team development needs and facilitate the development of the workgroup.

Elements	Performance Criteria
1. Provide team leadership	<p>1.1 Learning and development needs are systematically identified and implemented in line with organizational requirements.</p> <p>1.2 Learning plan to meet individual and group training and developmental needs is collaboratively developed and implemented.</p> <p>1.3 Individuals are encouraged to self-evaluate performance and identify areas for improvement.</p> <p>1.4 Feedback on performance of team members is collected from relevant sources and compared with established team learning process.</p>
2. Foster individual and organizational growth	<p>2.1 Learning and development program goals and objectives are identified to match the specific knowledge and skills requirements of competence standards.</p> <p>2.2 Learning delivery methods are made appropriate to the learning goals, the learning style of participants and availability of equipment and resources.</p> <p>2.3 Workplace learning opportunities and coaching/ mentoring assistance are provided to facilitate individual and team achievement of competencies.</p> <p>2.4 Resources and timelines required for learning activities are identified and approved in accordance with organizational requirements.</p>
3. Monitor and evaluate workplace learning	<p>3.1 Feedback from individuals or teams is used to identify and implement improvements in future learning arrangements.</p> <p>3.2 Outcomes and performance of individuals/teams are assessed and recorded to determine the effectiveness of development programs and the extent of additional support.</p> <p>3.3 Modifications to learning plans are negotiated to improve the efficiency and effectiveness of learning.</p> <p>3.4 Records and reports of competence are maintained within organizational requirement.</p>

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

Variable	Range
Learning and development needs	<ul style="list-style-type: none"> • Coaching, monitoring and/or supervision • Formal/informal learning program • Internal/external training provision • Work experience/exchange/opportunities • Personal study • Career planning/development • Performance evaluation • Workplace skills assessment • Recognition of prior learning
Organizational requirements	<ul style="list-style-type: none"> • Quality assurance and/or procedures manuals • Goals, objectives, plans, systems and processes • Legal and organizational policy/guidelines and requirements • Safety policies, procedures and programs • Confidentiality and security requirements • Business and performance plans • Ethical standards • Quality and continuous improvement processes and standards
Feedback on performance	<ul style="list-style-type: none"> • Formal/informal performance evaluation • Obtaining feedback from supervisors and colleagues • Obtaining feedback from clients • Personal and reflective behavior strategies • Routine and organizational methods for monitoring service delivery
Learning delivery methods	<ul style="list-style-type: none"> • On the job coaching or monitoring • Problem solving • Presentation/demonstration • Formal course participation • Work experience and involvement in professional networks • Conference and seminar attendance

Evidence Guide	
Critical Aspects of Competence	<p>Assessment requires evidence that the candidate to:</p> <ul style="list-style-type: none"> • identify and implement learning opportunities for others • give and receive feedback constructively • facilitate participation of individuals in the work of the team • negotiate plans to improve the effectiveness of learning • prepare learning plans to match skill needs • access and designate learning opportunities
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • coaching and monitoring principles • how to work effectively with team members who have diverse work styles, aspirations, cultures and perspective • how to facilitate team development and improvement • methods and techniques to obtain and interpreting feedback • methods for identifying and prioritizing personal development opportunities and options • career paths and competence standards in the industry
Underpinning Skills	<p>Demonstrates skills in:</p> <ul style="list-style-type: none"> • reading and understanding a variety of texts, preparing general information and documents according to target audience; spell with accuracy; use grammar and punctuation effective relationships and conflict management • communication including receiving feedback and reporting, maintaining effective relationships and conflict management • planning skills to organize required resources and equipment to meet learning needs • coaching and mentoring skills to provide support to colleagues • reporting to organize information; assess information for relevance and accuracy; identify and elaborate on learning outcomes • facilitation to conduct small group training sessions • relating to people from a range of social, cultural, physical and mental backgrounds
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 Supervision Level IV	
Unit Title	Utilize Specialized Communication Skills
Unit Code	EIS FTS4 24 0913
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to use specialized communication skills to meet specific needs of internal and external clients, conduct interviews, facilitate group discussions, and contribute to the development of communication strategies.

Elements	Performance Criteria
1. Meet common and specific communication needs of clients and colleagues	1.1 Specific communication needs of clients and colleagues are identified and met. 1.2 Different approaches are used to meet communication needs of clients and colleagues. 1.3 Conflict is addressed promptly and in a timely way and in a manner which does not compromise the standing of the organization.
2. Contribute to the development of communication strategies	2.1 Strategies for internal and external dissemination of information are developed, promoted, implemented and reviewed as required. 2.2 Channels of communication are established and reviewed regularly. 2.3 Coaching in effective communication is provided. 2.4 Work related network and relationship are maintained as necessary. 2.5 Negotiation and conflict resolution strategies are used where required. 2.6 Communication with clients and colleagues is appropriate to individual needs and organizational objectives.
3. Represent the organization	3.1 When participating in internal or external fora, presentation is relevant, appropriately researched and presented in a manner to promote the organization. 3.2 Presentation is made clear and sequential and delivered within a predetermined time. 3.3 Appropriate media is utilized to enhance presentation. 3.4 Differences in views are respected. 3.5 Written communication is made consistent with organizational standards. 3.6 Inquiries are responded in a manner consistent with organizational standard.

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

Variable	Range
Strategies	<ul style="list-style-type: none"> • Recognizing own limitations • Utilizing techniques and aids • Providing written drafts • Verbal and non verbal communication
Effective group interaction	<ul style="list-style-type: none"> • Identifying and evaluating what is occurring within an interaction in a non-judgmental way • Using active listening • Making decision about appropriate words, behavior • Putting together response which is culturally appropriate • Expressing an individual perspective • Expressing own philosophy, ideology and background and exploring impact with relevance to communication
Interview situations	<ul style="list-style-type: none"> • Establish rapport • obtain facts and information • Facilitate resolution of issues • Develop action plans • Diffuse potentially difficult situation
Types of Interview	<ul style="list-style-type: none"> • Related to staff issues • Routine

	<ul style="list-style-type: none"> • Confidential • Evidential • Non-disclosure • Disclosure
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Evidence Guide	
Critical Aspects of Competence	<p>Assessment requires evidence that the candidate to:</p> <ul style="list-style-type: none"> • Demonstrate effective communication skills with clients and work colleagues accessing service • Adopt relevant communication techniques and strategies to meet client particular needs and difficulties
Underpinning Knowledge and Values	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • communication process • dynamics of groups and different styles of group leadership • communication skills relevant to client groups
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • full range of communication techniques including: <ul style="list-style-type: none"> ➤ active listening ➤ feedback ➤ interpretation ➤ role boundaries setting ➤ negotiation ➤ establishing empathy ➤ communication strategies • communication required to fulfill job roles as specified by the organization
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 Supervision Level IV	
Unit Title	Manage and Maintain Small/Medium Business Operations
Unit Code	EIS FTS4 25 0913
Unit Descriptor	This unit covers the operation of day-to-day business activities in a micro or small business. The strategies involve developing, monitoring and managing work activities and financial information, developing effective work habits, and adjusting work schedules as needed.

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

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

Variable	Range
Resources may include:	<ul style="list-style-type: none"> • staff • money • time • equipment • space
Business goals may include:	<ul style="list-style-type: none"> • sales targets • budgetary targets • team and individual goals • production targets • reporting deadlines
Problem solving techniques may include:	<ul style="list-style-type: none"> • gaining additional research and information to make better informed decisions • looking for patterns • considering related problems or those from the past and how they were handled • eliminating possibilities • identifying and attempting sub-tasks • collaborating and asking for advice or help from additional sources
Time management strategies may include:	<ul style="list-style-type: none"> • prioritizing and anticipating • short term and long term planning and scheduling • creating a positive and organized work environment • clear timelines and goal setting that is regularly reviewed and adjusted as necessary • breaking large tasks into smaller tasks • getting additional support if identified and necessary

Internal and external sources may include:	<ul style="list-style-type: none"> • staff and colleagues • management, supervisors, advisors or head office • relevant professionals such as lawyers, accountants, management consultants • professional associations
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Evidence Guide	
Critical Aspects of Competence	<p>A person must be able to demonstrate:</p> <ul style="list-style-type: none"> • ability to identify daily work requirements and allocate work appropriately • ability to interpret financial documents in accordance with legal requirements
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Federal and Local Government legislative requirements affecting business operations, especially in regard to Occupational Health and Safety (OHS), equal employment opportunity, industrial relations and anti-discrimination • technical or specialist skills relevant to the business operation • relevant industry code of practice • planning techniques to establish realistic timelines and priorities • identification of relevant performance measures • quality assurance principles and methods • relevant marketing, management, sales and financial concepts • methods for monitoring performance and implementing improvements • structured approaches to problem solving, idea management and time management
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • interpret legal requirements, company policies and procedures and immediate, day-to-day demands • communication skills including questioning, clarifying, reporting, and giving and receiving constructive feedback • numeracy skills for performance information, setting targets and interpreting financial documents and reports • technical and analytical skills to interpret business document, reports and financial statements and projections • ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities • problem solving skills to develop contingency plans • using computers and software packages to record and manage data and to produce reports • evaluation skills for assessing work and outcomes • observation skills for identifying appropriate people, resources and to monitor work

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

Occupational Standard: Freight Transport Logistics Operations Supervision Level IV	
Unit Title	Apply Problem Solving Techniques and Tools
Unit Code	EIS FTS4 26 0913
Unit Descriptor	This unit of competency covers the knowledge, skills and attitude required to apply scientific problem solving techniques and tools to enhance quality, productivity and other kaizen elements on continual basis.

Elements	Performance criteria
1. Identify and select theme/problem.	<p>1.1 Safety requirements are followed in accordance with safety plans and procedures.</p> <p>1.2 All possible problems related to the process /Kaizen elements are listed using statistical tools and techniques.</p> <p>1.3 All possible problems related to kaizen elements are identified and listed on Visual Management Board/Kaizen Board.</p> <p>1.4 Problems are classified based on obviousness of cause and action.</p> <p>1.5 Critical factors like the number of customers affected, Potentials for bottlenecks, and number of complaints etc... is selected.</p> <p>1.6 Problems related to priorities of Kaizen Elements are given due emphasis and selected.</p>
2. Grasp current status and set goal.	<p>2.1 The extent of the problem is defined.</p> <p>2.2 Appropriate and achievable goal is set.</p>
3. Establish activity plan.	<p>3.1 The problem is confirmed.</p> <p>3.2 High priority problem is selected.</p> <p>3.3 The extent of the problem is defined.</p> <p>3.4 Activity plan is established as per 5W1H.</p>
4. Analyze causes of a problem.	<p>4.1 All possible causes of a problem are listed.</p> <p>4.2 Cause relationships are analyzed using 4M1E.</p> <p>4.3 Causes of the problems are identified.</p> <p>4.4 Root causes are selected.</p> <p>4.5 The root cause which is most directly related to the problem is selected.</p>

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

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

	<ul style="list-style-type: none"> ➤ Why analysis ➤ What if analysis ➤ 5W1H
Kaizen Elements	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • Quality • Cost • Productivity • Delivery • Safety • Moral • Environment • Gender equality
5W1H	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • Who: person in charge • Why: objective • What: item to be implemented • Where: location • When: time frame • How: method
4M1E	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • Man • Machine • Method • Material and • Environment
Creative idea generation	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • Brainstorming • Exploring and examining ideas in varied ways • Elaborating and extrapolating • Conceptualizing
Medium KPT	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • 5S • 4M (machine, method, material and man) • 4P (Policy, procedures, People and Plant) • PDCA cycle • Basics of IE tools and techniques
Tangible and intangible results	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • Tangible result may include: <ul style="list-style-type: none"> ➤ Quantifiable data • Intangible result may include: <ul style="list-style-type: none"> ➤ Qualitative data
Various types of diagram	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • Line graph • Bar graph

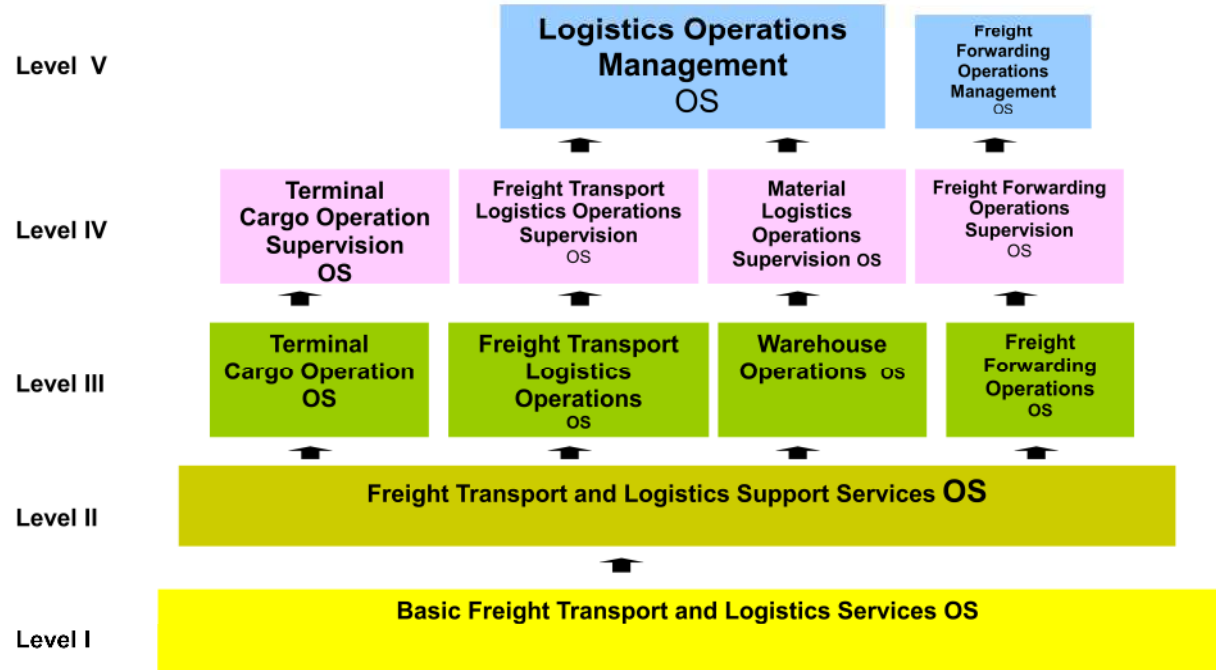
	<ul style="list-style-type: none"> • Pie-chart • Scatter and Affinity diagrams
Standard Operating Procedures (SOPs)	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • The customer demand • The most efficient work routine (steps) • The cycle times required to complete work elements • All process quality checks required to minimize defects/errors • The exact amount of work in process required

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

	<ul style="list-style-type: none"> • Implement and monitor improved practices and procedures. • Organize and prioritize activities and items. • Read and interpret documents describing procedures • Record activities and results against templates and other prescribed formats.
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.



TRANSPORT AND LOGISTICS



Acknowledgement

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.

We would like also to express our appreciation to the Staff and Experts of Shipping and Logistic Enterprise, Federal TVET Agency and Ministry of Education (MoE) who made the development of this occupational standard possible.

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

COMMENT TEMPLATE

The Federal TVET Agency values your feedback of the document.
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