



Federal Democratic Republic of Ethiopia

OCCUPATIONAL STANDARD

MATERIAL LOGISTICS OPERATION 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: Material Logistics Operation Supervision

Occupational Code: **EIS MLS**

NTQF Level IV

<p>EIS MLS4 01 0913 Regulate Temperature Controlled Stock</p>	<p>EIS MLS4 02 0913 Monitor Rosters</p>	<p>EIS MLS4 03 0913 Apply Workplace Statistics</p>
<p>EIS MLS4 04 0913 Implement Safety Stock Systems</p>	<p>EIS MLS4 05 0913 Check and Evaluate Records and Documentation</p>	<p>EIS MLS4 06 0913 Dispose of Assets</p>
<p>EIS MLS4 07 0913 Apply Codification and Cataloguing Processes and Procedures</p>	<p>EIS MLS4 08 0913 Develop and Distribute Requests for Offers</p>	<p>EIS MLS4 09 0913 Monitor Supplier Performance</p>
<p>EIS MLS4 10 0913 Organize Marshalling and Shunting Operations</p>	<p>EIS MLS4 11 0913 Implement Dangerous Goods Transport Procedures within the Workplace</p>	<p>EIS MLS4 12 0913 Implement and Supervise Stocktaking Procedures</p>
<p>EIS MLS4 13 0913 Assess and Monitor Optimum Stock Levels</p>	<p>EIS MLS4 14 0913 Coordinate the Erection and Dismantling of Temporary Storage Facilities</p>	<p>EIS MLS4 15 0913 Implement and Monitor Materiel Sustainment Plans</p>
<p>EIS MLS4 16 0913 Apply Knowledge of Materiel Sustainment</p>	<p>EIS MLS4 17 0913 Plan and Organize Work</p>	<p>EIS MLS4 18 0913 Migrate to New Technology</p>
<p>EIS MLS4 19 0913 Establish Quality Standards</p>	<p>EIS MLS4 20 0913 Develop Individuals and Team</p>	<p>EIS MLS4 21 0913 Utilize Specialized Communication Skills</p>

EIS MLS4 22 0913

Manage and Maintain
Small/Medium Business
Operations

EIS MLS4 23 0913

Apply Problem Solving
Techniques and Tools

Occupational Standard: Material Logistics Operation Supervision Level IV	
Unit Title	Regulate Temperature Controlled Stock
Unit Code	<u>EIS MLS4 01 0913</u>
Unit Descriptor	This unit involves the skills and knowledge required to regulate temperature controlled stock in accordance with workplace requirements including identifying goods requiring temperature control, monitoring temperature of goods, and identifying and rectifying any identified problems in accordance with workplace procedures.

Elements	Performance Criteria
1. Identify goods requiring temperature control	1.1 Goods requiring temperature control are identified. 1.2 Temperature for short- term and long-term storage is selected to match product type. 1.3 Upper and lower limits for temperature control are identified. 1.4 Storage separations and co-storage applications are identified for products.
2. Monitor temperature	2.1 Appropriate methods are identified for determining temperature of goods. 2.2 Storage areas are monitored for temperatures within range for products. 2.3 Products are monitored to ensure compliance with temperature storage requirements . 2.4 Short-term storage times are identified for transit goods.
3. Identify and rectify problems	3.1 Implications of incorrect temperature are identified. 3.2 Damaged goods are identified and appropriate action is undertaken in accordance with enterprise procedures. 3.3 Causes of out-of-temperature range are identified. 3.4 Appropriate personnel are notified for problem rectification. 3.5 Goods handling procedures are identified and implemented for maintenance of temperature control.

Variables	Range
Requirements	may include: <ul style="list-style-type: none"> • site restrictions and procedures • use of safety and personal protective equipment • communications equipment • specialized lifting and/or handling equipment • incident/accident breakdown procedures

	<ul style="list-style-type: none"> • additional gear and equipment • noise restrictions • hours of operations • authorities and permits
Work	<p>may be conducted</p> <ul style="list-style-type: none"> • in a range of work environments • by day or night • restricted spaces • exposed conditions • controlled or open environments
Customers	may be internal or external
Workplaces	<p>may comprise:</p> <ul style="list-style-type: none"> • large, medium or small worksites • short -term and/or long-term temperature controlled areas
Procedures for pre-cooling and snap freezing	<p>may include:</p> <ul style="list-style-type: none"> • automated • spraying with liquid nitrogen • immersion in a very cold refrigerant • freezing in moving air at less than -30oC • plate freezer with very low refrigerant temperatures
Hazards in the work area	<p>may include:</p> <ul style="list-style-type: none"> • contamination of, or from, materials being handled • noise, light, energy sources • service lines • spills, leakages, ruptures • cold pipes and chilling equipment • dangerous or hazardous substances • movements of equipment, goods and materials • dust/vapors • oil, water or ice on floor • a fire or explosion • damaged packaging or pallets • debris on floor • faulty racking • poorly stacked pallets • faulty equipment
Hazard management	<p>is consistent with:</p> <ul style="list-style-type: none"> • the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • phone • Electronic Data Interchange (EDI) • fax • email

	<ul style="list-style-type: none"> • internet • radio • RF systems • oral, aural or signed communications
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • other employees and supervisors • suppliers, customers and clients • relevant authorities and institutions • management and union representatives • industrial relations and OHS specialists • other maintenance, professional or technical staff
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 and protective clothing • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Information/ documents	<p>may include:</p> <ul style="list-style-type: none"> • goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes • codes of practice and regulations relevant to the identification, handling and stacking of goods • operations manuals, job specifications and induction documentation • manufacturers specifications for equipment • workplace procedures and policies • supplier and/or client instructions • award, enterprise bargaining agreement, other industrial arrangements • relevant Ethiopian standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant codes and regulations for the regulation of temperature controlled goods • relevant federal and/or regional states OHS and environmental protection legislation • water and road use and license arrangements • export/import/quarantine/bond requirements • workplace relations regulations • workers compensation regulations

Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to:</p> <ul style="list-style-type: none"> • Identify goods requiring temperature control • Monitor temperature • Identify and rectify problems
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Ethiopian codes and regulations relevant to the regulation of temperature controlled stock • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for the regulation of temperature controlled stock • Focus of operation of work systems, equipment, management and site operating systems for the regulation of temperature controlled stock • Special handling, stacking and storage requirements for temperature controlled stock • Procedures for pre-cooling and snap freezing • Problems that can occur when regulating temperature controlled stock and appropriate action that can be taken • Hazards when regulating and working with temperature controlled stock and appropriate action to control the risks involved • Documentation requirements including reports and records concerning damaged or contaminated goods • Housekeeping standards procedures required in the workplace • Site layout
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when regulating temperature controlled stock • Read and comprehend simple statements in English • Read and interpret instructions, procedures and labels relevant to the regulation of temperature controlled stock • Complete documentation related to the regulation of temperature controlled stock • Operate electronic communication equipment to required protocol • Work collaboratively with others when regulating temperature controlled stock • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others

	<ul style="list-style-type: none"> • Promptly report and/or rectify any identified problems, faults or malfunctions when regulating temperature controlled stock in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unplanned events when regulating temperature controlled stock • Modify activities depending on differing operational contingencies, risk situations and environments • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Operate and adapt to differences in stock and equipment in accordance with standard operating procedures • Select and use relevant equipment, processes and procedures • Check refrigeration equipment operation in terms of maintenance schedule and standard operating procedures • Select and implement corrective actions to maintain temperature levels • 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: Material Logistics Operation Supervision Level IV	
Unit Title	Monitor Rosters
Unit Code	EIS MLS4 02 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> <p>3.4 Difficulties in achieving changes to work outcomes are resolved with those initiating change within workplace policies and procedures.</p>

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
Work	may be conducted in: <ul style="list-style-type: none"> • in a range of work environments • by day or night
Rosters	may cover: <ul style="list-style-type: none"> • long distance passenger services • urban passenger services • long distance and short distance freight services • maintenance vehicle operations

Changes	<p>may include:</p> <ul style="list-style-type: none"> • changes in demand • response to emergencies
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 outcomes	<p>may apply to:</p> <ul style="list-style-type: none"> • transport crews • personnel required for support activities • transport control personnel • transport planning personnel
Communication	<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
Contingency plans	<p>may include:</p> <ul style="list-style-type: none"> • non-availability of rolling stock • additional services • non-availability of personnel, material handling equipment and freight handling equipment • late arrival or cancellation of services
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

	<ul style="list-style-type: none"> • transport control centre personnel • traffic officers
Real time issues	<p>may include:</p> <ul style="list-style-type: none"> • absenteeism • additional support services due to injury • emergencies
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
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 • 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

Evidence Guide	
Critical Aspects of Competence	<p>Demonstration of how to:</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
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
Underpinning Skills	<p>Demonstrates 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 • Interpret transport timetables and service details • Interpret and follow operational instructions and priorities work • Complete documentation related to the development of rosters

	<ul style="list-style-type: none"> • 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 behavior 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: Material Logistics Operation Supervision Level IV	
Unit Title	Apply Workplace Statistics
Unit Code	<u>EIS MLS4 03 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.

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 computerized 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 • guidelines relating to minimizing risks to the environment and occupational health and safety requirements

	<ul style="list-style-type: none"> • 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 and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:</p> <ul style="list-style-type: none"> • the underpinning knowledge and skills • relevant legislation and workplace procedures • other relevant aspects of the range statement
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant 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>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when applying workplace statistics • Read and interpret instructions, procedures, and technical data relevant to the application of workplace statistics • Interpret and follow operational instructions and prioritize work

	<ul style="list-style-type: none"> • 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: Material Logistics Operation Supervision Level IV	
Unit Title	Implement Safety Stock Systems
Unit Code	EIS MLS4 04 0913
Unit Descriptor	This unit involves the skills and knowledge required to implement safety stock systems. It includes planning and preparing safety stock levels; maintaining safety stock levels; and reviewing the safety stock system.

Elements	Performance Criteria
1 Plan and prepare safety stock levels	<p>1.1 Determined optimum safety stock levels are maintained to ensure constant productivity.</p> <p>1.2 Purchase, receipt, storage and issue of stock is undertaken when required.</p> <p>1.3 Safety stock is valued using the nominated valuation method, if required.</p> <p>1.4 Safety stock rotation procedures are implemented.</p>
2 Maintain safety stock levels	<p>2.1 Records are checked against stock and continuously adjusted and updated when required.</p> <p>2.2 Safety stock levels are maintained according to organization policy and procedures and safety stock plan.</p> <p>2.3 Records are stored for future access.</p> <p>2.4 Safety stock levels are reconciled with paperwork and any discrepancies are rectified or reported to nominated person/section within designated timelines.</p>
3 Review safety stock system	<p>3.1 Safety stock records are reviewed for discrepancies regarding target outcomes.</p> <p>3.2 Improvements of safety stock system reviewed with all variables affecting discrepancies identified.</p> <p>3.3 Required improvements are reported according to organization's policy and procedures.</p>

Variable	Range
Documentation and records	<p>may include:</p> <ul style="list-style-type: none"> • relevant regulations and codes of practice, including EDG code and safe working and local authority regulations and procedures • relevant OHS and environmental protection regulations • workplace policies and procedures related safety stock systems • quality assurance procedures • operations manuals, job specifications and induction documentation • manufacturers specifications for equipment

	<ul style="list-style-type: none"> • technical instructions • dangerous goods declarations and material safety data sheets, where applicable • stock records • relevant Ethiopian Standards and certification requirements
Rectifying discrepancies	<p>may include:</p> <ul style="list-style-type: none"> • updating records to show correct amount • adjusting financial accounting records • adjusting stock records • informing supervisor or appropriate person
Stock discrepancies	<p>may include:</p> <ul style="list-style-type: none"> • theft or pilferage • breakage or other damage • deterioration of the product • error in recording • failure to check incoming stock against delivery docket • obsolescence resulting in stock having to be discarded
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 • suppliers of storage equipment • relevant authorities and institutions • management and union representatives • industrial relations and OHS specialists
Applicable legislation and regulations	<p>may include:</p> <ul style="list-style-type: none"> • Ethiopian and international regulations and codes of practice for the storage and or transport of dangerous goods and hazardous substances • relevant federal and /or regional states OHS and environmental protection legislation

Evidence Guide

Critical Aspects of Competence	<p>The evidence required to:</p> <ul style="list-style-type: none"> • Plan and prepare safety stock levels • Maintain safety stock levels
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	<ul style="list-style-type: none"> • Review safety stock system
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 • Definitions of commonly used terminology such as lead time, lead time demand, forecast, demand history, order cycle • Procedures for operating electronic communications equipment • Requirements for completing relevant documentation including commonly used methods to estimate required safety stock levels • Code of practice for working collaboratively with others • Typical problems that can occur and related action that should be taken • Procedures for identifying any problems with the safety stock system in use • Principles, purpose and location of controls, monitoring devices, and systems • Steps involved in planning the work activities
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when completing work activities • Read and interpret instructions, procedures, information and signs relevant to work activities • 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 behavior and interactions with others • Implement contingency plans for unplanned events • 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
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: Material Logistics Operation Supervision Level IV	
Unit Title	Check and Evaluate Records and Documentation
Unit Code	EIS MLS4 05 0913
Unit Descriptor	This unit involves the skills and knowledge required to check and evaluate records and documentation in accordance with regulatory and workplace requirements including checking documentation and analyzing and evaluating records.

Elements	Performance Criteria
1 Check documentation	<p>1.1 Documentation is checked to ensure its compliance with regulatory and workplace requirements.</p> <p>1.2 Documentation is checked on a regular basis, and the personnel responsible for documentation are advised of deadlines.</p> <p>1.3 Use of systems for the maintenance of records complies with regulatory and workplace requirements.</p>
2 Analyze and evaluate records	<p>2.1 Records are analyzed to identify unexpected deviations from plans or possible future problems with plant and equipment.</p> <p>2.2 Advice is provided to appropriate personnel when problems are identified.</p> <p>2.3 Security of records and documentation is maintained at all times with access being granted to authorize personnel in accordance with workplace procedures.</p>

Variable	Range
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • goods identification numbers and codes • manifests, bar codes, and container identification/serial number • Ethiopian and international codes of practice and regulations relevant to the documentation requirements for the local and/or international transport of cargo and containers • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturers specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and material safety data sheets (where applicable)

	<ul style="list-style-type: none"> • award, enterprise bargaining agreement, other industrial arrangements • relevant Ethiopian standards and certification requirements • quality assurance procedures • emergency procedures
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
Work	may be conducted in: <ul style="list-style-type: none"> • a range of work environments • by day or night • limited or restricted spaces • exposed conditions • controlled or open environments • office environments
Customers	may be: <ul style="list-style-type: none"> • internal or external
Cargo/freight	may include: <ul style="list-style-type: none"> • goods with specialist requirements, including temperature controlled goods and dangerous goods
Hazards in the work area	may include exposure to: <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods, materials and vehicular traffic
Personnel in work area	may include: <ul style="list-style-type: none"> • workplace personnel • site visitors • contractors • official representatives
Personal protective equipment	may include: <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing • high visibility clothing
Communication in the work area	may include: <ul style="list-style-type: none"> • phone • fax • email • electronic data transfer (EDI)

	<ul style="list-style-type: none"> • RF systems • radio • oral, aural or signed communications
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant standards, codes and regulations relevant to the documentation requirements for the local and international transport of cargo and containers • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> ➤ Ethiopian and International Dangerous Goods Codes ➤ Ethiopian Marine Orders and the International Maritime Dangerous Goods Code ➤ IATA Dangerous Goods by Air regulations ➤ Ethiopian and International Explosives Codes • license, patent or copyright arrangements • water and road use and license arrangements • export/import/quarantine/bond requirements • marine orders • relevant Ethiopian standards and certification requirements • relevant federal and /or regional states OHS and environmental protection legislation • workplace relations regulations • workers compensation regulations

Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to:</p> <ul style="list-style-type: none"> • Check documentation • Analyze and evaluate records
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Ethiopian and international standards, codes and regulations relevant to the documentation requirements for the local and international transport of cargo and containers including the Ethiopian and International Dangerous Goods Codes • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for checking and evaluating documentation for the local and/or international transport of cargo and containers • Focus of operation of work systems, equipment, management and site operating systems for checking and evaluating cargo/container transport documentation • Problems that may occur when checking and evaluating documentation and appropriate action that can be taken to resolve the problems

	<ul style="list-style-type: none"> • Types of cargo, containers and transport modes and the documentation requirements for each • Site layout, loading/unloading plans and sequence sheets • The marking and numbering systems for cargo • Relevant bond, quarantine or other legislative requirements
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when checking and evaluating transport documentation • Read and interpret instructions, procedures and labels relevant to checking and evaluating transport documentation • Receive, acknowledge and send messages with available communications equipment • Identify cargo, container and goods, coding, EDG and IMDG markings and where applicable emergency information panels • Work collaboratively with others when checking and evaluating transport documentation • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems, faults or malfunctions when checking and evaluating transport documentation in accordance with regulatory requirements and workplace procedures • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Identify, select and use relevant equipment, processes and procedures when checking and evaluating documentation for the local and/or international transport of cargo and containers
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: Material Logistics Operation Supervision Level IV	
Unit Title	Dispose of Assets
Unit Code	EIS MLS4 06 0913
Unit Descriptor	<p>This unit covers the disposal of assets effectively, and focuses on gaining a return from sales. It includes identifying assets for disposal, developing and implementing an asset disposal strategy, and evaluating asset disposal.</p> <p>In practice, disposing of assets overlaps with other generalist and specialist public sector work activities, such as upholding and supporting the values and principles of public service or local government, identifying and treating risks, exercising delegations, applying government processes, encouraging compliance with legislation in the public sector or local government, planning procurement, developing and distributing requests for offers, selecting providers and managing contracts.</p>

Elements	Performance Criteria
1. Identify assets for disposal.	1.1 Assets are identified for disposal in accordance with legislation, policy and organizational needs.
2. Develop a strategy for the disposal of assets.	<p>2.1 Potential market value of assets is determined in accordance with policy, practice and public sector standards.</p> <p>2.2 Case for expending resources to add value to assets prior to sale is evaluated and decisions are made according to organizational policy and procedures.</p> <p>2.3 Options for disposal are investigated and the method providing maximum return is determined in the context of policy, probity requirements and desired outcomes.</p> <p>2.4 Disposal requirements for special categories of assets are taken into account, including environmental and corporate social responsibility issues.</p> <p>2.5 Stakeholders are consulted about disposal strategy and their feedback is incorporated.</p>
3. Implement a disposal strategy.	<p>3.1 Goods are written off and disposed of according to approved disposal plan, policy, and probity requirements and organizational/industry practice.</p> <p>3.2 Records of disposal activity are maintained for audit and evaluation purposes according to policy and practice.</p>
4. Evaluate asset disposal.	4.1 Disposal of assets is evaluated against expected outcomes, including forecast market value of assets, and is documented according to policy and guidelines.

Variable	Range
Legislation and policies	may include: <ul style="list-style-type: none"> • Commonwealth or state and territory legislation, including legislation that may apply specifically to disposal activities, such as environmental, hazardous materials, cultural and heritage • council rules and by-laws • organizational policies and practices • probity guidelines
Options for disposal	may include: <ul style="list-style-type: none"> • controlled reclamation • public sale • auction • tenders • private treaty • trade-in • pre-priced sales • transfer to another government organization • agents and brokers • conversion to training aids • destruction • transfer to museums • donation
Special categories of assets	may include: <ul style="list-style-type: none"> • reusable and recyclable items • information technology equipment • vehicles • heritage and cultural interest items • arms and controlled defense and related goods • security classified material • intellectual property • staff housing • stores located overseas • buildings for removal • goods and services forfeited to the government • dangerous goods and hazardous materials
Stakeholders	may include: <ul style="list-style-type: none"> • end users, customers or clients, and sponsors • current or potential providers or suppliers • technical or functional experts or advisers • commonwealth, state or territory, and local government departments • own organization • other public sector organizations • employees, unions and staff associations • industry bodies • local communities

	<ul style="list-style-type: none"> • lobby groups • special user groups
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Evidence Guide	
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Critical Aspects of Competence	<p>Assessment must confirm the ability to:</p> <ul style="list-style-type: none"> • use different methods to identify assets for disposal • develop a strategy for the disposal of assets that considers all relevant disposal options • develop a disposal strategy, which may be from a template • implement a disposal strategy • review the disposal activity and make recommendations about improvements that could be implemented in future disposals • act within own delegations and refer issues to higher authority when necessary
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • commonwealth, state or territory, and local government procurement guidelines • requirements of financial rules and regulations relating to asset disposal • legal aspects of disposals • disposal approval processes • implications of particular contracting agreements for asset disposal • implications of asset disposal for whole-of-life considerations • options for government disposal • risk management procedures for disposal of assets • disposal requirements for special categories of assets • probity principles and issues • codes of conduct, codes of practice and standards of individual behavior relating to disposal of assets • legislation, policy and procedures relating to asset disposal, including occupational OHS, environmental, sustainability and corporate social responsibility considerations
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communication skills to: <ul style="list-style-type: none"> ➢ prepare documentation and audit trail for disposed assets ➢ communicate and network with a range of audiences, such as clients, suppliers, stakeholders and end users ➢ provide feedback • teamwork skills to: <ul style="list-style-type: none"> ➢ work independently or under direction as appropriate to the situation ➢ model team leadership approaches if appropriate ➢ respond to diversity

	<ul style="list-style-type: none"> ➤ refer issues to the correct person • problem-solving skills to: <ul style="list-style-type: none"> ➤ read complex, formal documents, such as legislation and guidelines and apply them to asset disposal ➤ make judgments to provide maximum return from asset disposal • planning and organizing skills to: <ul style="list-style-type: none"> ➤ manage projects relating to asset disposal ➤ manage financial and other resources in the context of asset disposal ➤ research information about asset disposal • self-management skills to: <ul style="list-style-type: none"> ➤ apply workplace safety and environmental and sustainability procedures in the context of asset disposal ➤ apply probity requirements in relation to the disposal of assets ➤ learning skills to keep up-to-date with relevant procurement legislation, policies and procedures • technology skills to: <ul style="list-style-type: none"> ➤ operate organizational IT systems ➤ use electronic procurement templates
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: Material Logistics Operation Supervision Level IV	
Unit Title	Apply Codification and Cataloguing Processes and Procedures
Unit Code	EIS MLS4 07 0913
Unit Descriptor	This unit involves the skills and knowledge required to collect, analyze and catalogue codification data and information including identifying required codification information, analyzing and preparing information for use, providing explanatory information, and cataloguing the information. Codification is the act of establishing and maintaining an item of supply identification and related data under a recognized cataloguing system and/or the national system of another country participating in international codification systems. Cataloguing is the act of recording and promulgating selected management data relating to the items of supply in recognized catalogues. The application of codification and cataloguing is specific to a variety of component processes including: materiel logistics administrative procedures, materiel logistics data collection and storage, and materiel logistics data retrieval.

Elements	Performance Criteria
1 Prepare to apply codification and cataloguing processes and procedures	<p>1.1 Requirement for application of codification and cataloguing processes and procedures is identified from work requests/instructions and is confirmed.</p> <p>1.2 Occupational health and safety requirements, including those contained in organization's procedures, are applied throughout the operation.</p> <p>1.3 Resources and equipment required for the work are identified, acquired and prepared in accordance with organizational procedures.</p> <p>1.4 Sources of information relevant to codification and cataloguing requirements are identified and obtained in accordance with organizational policy and procedures.</p>
2 Apply codification processes and procedures	<p>2.1 Codification information and data is collated and analyzed in accordance with organizational policy and procedures.</p> <p>2.2 Research and analysis is conducted in accordance with codification requirements.</p> <p>2.3 Codification is established and confirmed in accordance with organizational policy and procedures.</p>
3 Apply cataloguing processes and procedures	<p>3.1 Codification outcomes are interpreted and catalogued in accordance with organizational policy and procedures.</p>

	3.2 Cataloguing processes and procedures are monitored and reviewed to ensure system capability is maintained in accordance with organizational policy and procedures.
4 Maintain records for codification and cataloguing processes and procedures	4.1 Codification and cataloguing records are documented in accordance with organizational policy and procedures. 4.2 Codification and cataloguing records are reviewed and updated in accordance with organizational policy and procedures.

Variable	Range
Organization	may include: <ul style="list-style-type: none"> enterprises that require codification and cataloguing other government departments or instrumentalities that work with materiel
Organizational policy and procedures	may include: <ul style="list-style-type: none"> Ethiopian Standards international standards organizational instructions and standards
Codification information and data	may include: <ul style="list-style-type: none"> liaison manufacturers information physical descriptions technical drawings technical specifications
Codification and cataloguing	may include: <ul style="list-style-type: none"> databases files registers spreadsheets
Cataloguing activities	may include: <ul style="list-style-type: none"> administrative procedures data management data collection and storage data retrieval liaison

Evidence Guide	
Critical Aspects of Competence	Assessment must confirm the ability to: <ul style="list-style-type: none"> adhere to and apply relevant data collection, storage and retrieval requirements apply knowledge of codification and cataloguing to assist in work and to guide problem solving Competency should be demonstrated over time and should be observed in a range of actual or simulated work contexts

Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Codification and cataloguing administrative procedures • Codification and cataloguing data collection and storage requirements • Codification and cataloguing data storage and retrieval procedures • Configuration management • Integrated logistics support • Materiel life cycle • Materiel sustainment • Organizational role relevant to codification and cataloguing • Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to codification and cataloguing • Technical regulatory framework • Written communication to a level required in the preparation of letters and reports
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Analyze and interpret codification and cataloguing data to source information for external and internal sources • Apply codification and cataloguing knowledge relevant to work being performed • Display resilience by continuing to move forward despite criticism or setbacks • Draw on information from a variety of sources using research, analysis and judgment to identify information that needs to be incorporated into codification and cataloguing data • Identify the relationship between organizational goals and recognize how own work contributes to the achievement of those goals • Use appropriate information technology and software
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: Material Logistics Operation Supervision Level IV	
Unit Title	Develop and Distribute Requests for Offers
Unit Code	EIS MLS4 08 0913
Unit Descriptor	<p>This unit covers the competencies required to develop and disseminate a request for offers to fulfil procurement requirements. It includes specifying the requirement, developing the formal request for offer documents and developing the offer evaluation plan.</p> <p>In practice, developing and distributing requests for offers overlaps with other generalist and specialist public sector and local government work activities, such as upholding and supporting the values and principles of public service, identifying and treating risks, exercising delegations, applying government processes, encouraging compliance with legislation in the public sector or local government, planning procurement, selecting providers and managing contracts.</p>

Elements	Performance Criteria
1. Specify procurement requirement.	<p>1.1. Scoping of requirement is undertaken to identify outcomes, objectives and practical requirements.</p> <p>1.2. Statement of requirement is prepared that meets organizational requirements for format and content and is acceptable to stakeholders.</p> <p>1.3. Needs of clients, end users and other stakeholders are considered and incorporated into statement of requirement.</p> <p>1.4. Procurement outcome is fair to, and achievable by, potential providers.</p> <p>1.5. Planned provider contract arrangements are specified according to policy and guidelines.</p> <p>1.6. Standards of performance and codes of practice, incentives, disincentives and performance measures are specified.</p>
2. Develop request for offers.	<p>2.1 Request for offers and contractual conditions suitable for procurement activity are developed and clarified with clients, providers and/or experts as necessary.</p> <p>2.2 Contractual conditions suitable for procurement activity are developed and clarified with clients, providers and/or experts as necessary.</p> <p>2.3 When possible and appropriate, <i>input</i> on content of request for offer documents and proposed contractual conditions is obtained from market according to probity requirement of impartiality.</p>

	<p>2.4 Approvals to approach marketplace are obtained according to organizational policy and procedures.</p> <p>2.5 Records relating to documenting request, and seeking, processing and closing offers, are maintained according to organizational procedures and legal requirements.</p>
3. Develop offer evaluation plan.	<p>3.1 Offer evaluation plan, including criteria for evaluation, is developed, documented and approved prior to releasing formal request documentation to the market.</p> <p>3.2 Where used, specialist expertise is arranged to evaluate offers and the structure and membership of evaluation panel.</p> <p>3.3 Offer evaluation plan complies with probity requirements, in particular impartiality and management of conflict of interest.</p>
4. Manage distribution and receipt of offers.	<p>4.1 Request for offers is disseminated according to organizational procedures and guidelines, and public sector standards.</p> <p>4.2 Briefings and clarification of information in the request for offer are undertaken as required according to procurement plan, organizational procedures and guidelines, public sector standards and probity requirements of fairness and impartiality.</p> <p>4.3 Offers are received according to organizational procedures and guidelines, and public sector standards.</p> <p>4.4 Requests for offers and closing offers are disseminated in line with probity issues.</p> <p>4.5 Late offers and non-conforming bids are dealt with according to procurement plan and request for offer documentation.</p>

Variable	Range
Input	<p>may be obtained through:</p> <ul style="list-style-type: none"> • exposure of draft request for offer • request for information • industry comment process
Offers	<p>may include:</p> <ul style="list-style-type: none"> • tenders • written quotations • proposals • expressions of interest <p>are received:</p> <ul style="list-style-type: none"> • using a variety of forms, including: <ul style="list-style-type: none"> ➢ traditional paper-based tender responses ➢ computer disk

	<ul style="list-style-type: none"> ➤ electronic, such as internet, email, facsimile, and electronic tendering system • by a variety of delivery methods, including: <ul style="list-style-type: none"> ➤ post ➤ courier ➤ by hand • electronic lodgment
Offer evaluation plan	<p>should:</p> <ul style="list-style-type: none"> • be consistent with public sector and organizational legislation, policy and guidelines, such as: <ul style="list-style-type: none"> ➤ commonwealth or state and territory legislation, including: <ul style="list-style-type: none"> ➤ equal employment opportunity and anti-discrimination ➤ risk management ➤ security and confidentiality • council rules and by-laws • commonwealth, and state or territory government procurement guidelines, including environmental purchasing, access and equity, social justice guidelines • organizational policies and practices • environmental, sustainability and corporate social responsibility principles • include practical and measurable criteria for selecting the provider and explanation of process that will be used to make selection <p>should:</p> <ul style="list-style-type: none"> • be consistent with public sector and organizational legislation, policy and guidelines, such as: <ul style="list-style-type: none"> ➤ commonwealth or state and territory legislation, including: <ul style="list-style-type: none"> ✓ equal employment opportunity and anti-discrimination ✓ risk management ✓ security and confidentiality ➤ council rules and by-laws ➤ commonwealth, and state or territory government procurement guidelines, including environmental purchasing, access and equity, social justice guidelines ➤ organizational policies and practices ➤ environmental, sustainability and corporate social responsibility principles • include practical and measurable criteria for selecting the provider and explanation of process that will be used to make selection
Criteria for evaluation	<p>may include:</p> <ul style="list-style-type: none"> • value for money • demonstrated capacity to deliver outcomes • available expertise

	<ul style="list-style-type: none"> • project management expertise to deliver the outcomes on time and within budget • meeting specific policy requirements, such as buying locally and environmental sustainability • innovation
Specialist expertise	<p>may include:</p> <ul style="list-style-type: none"> • financial • legal • technical and user representatives • commercial • probity • logistics
Probity	<p>requirements:</p> <ul style="list-style-type: none"> • may include: <ul style="list-style-type: none"> ➢ accountability ➢ transparency ➢ confidentiality ➢ managing conflict of interest ➢ impartiality • are maintained to: <ul style="list-style-type: none"> ➢ ensure conformity to processes ➢ facilitate accountability ➢ ensure proponents are treated in a fair and equitable manner ➢ encourage commercial completion ➢ preserve public and private sector confidence in government processes
Probity issues	<p>may include:</p> <ul style="list-style-type: none"> • equity of access to tender documents • fairness in provision of information • decisions about when to accept or reject late tenders • inappropriate assistance to prepare a tender • conflict of interest
Requests for offers	<p>may include invitations to submit:</p> <ul style="list-style-type: none"> • tenders • proposals • quotations and expressions of interest

Evidence Guide

Critical Aspects of Competence	<p>Assessment must confirm the ability to:</p> <ul style="list-style-type: none"> • consult with stakeholders to develop a specification suited to the particular procurement being completed • develop request for offer documentation, using templates where available • develop offer evaluation plans with suitable evaluation criteria and evaluation process, using templates where available
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	<ul style="list-style-type: none"> • manage the release of requests for offers to industry • manage the receipt of responses from industry • apply probity principles relevant to this stage of the procurement process
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • commonwealth, state or territory, and local government legislation, policies, practices and guidelines: <ul style="list-style-type: none"> ➢ relating to requests for offers, including environmental purchasing and corporate social responsibility guidance ➢ such as OHS and equity and diversity • organizational procurement policies, practices and approval processes • probity principles and issues • codes of conduct, codes of practice and standards of individual behavior relating to developing and receiving requests for offers • issues to be considered when developing requests for offers, including things like buying locally, and open or restricted opportunities to tender • aspects of law of contract, laws of tort, trade practices law, commercial law and other legislation relating to requests for offers
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communication skills to: <ul style="list-style-type: none"> ➢ consult with stakeholders, specialists and providers involving complex oral and written exchanges of information ➢ read complex documents, such as contracts, legislation and guidelines ➢ write requests for offers, which may include complex style and language expressed in unambiguous terms ➢ provide feedback • teamwork skills to: <ul style="list-style-type: none"> ➢ work independently or under direction as appropriate to the situation ➢ model team leadership approaches if appropriate ➢ respond to diversity ➢ refer issues to the correct person • problem-solving skills to: <ul style="list-style-type: none"> ➢ apply probity requirements in specifying and developing requests for offers, providing briefings and information, and receiving offers ➢ apply OHS requirements (where safety or security may be an issue) when developing requests for offers • initiative and enterprise skills to: <ul style="list-style-type: none"> ➢ apply the content of complex documents, such as contracts, legislation and guidelines

	<ul style="list-style-type: none"> ➤ apply OHS, environmental, sustainability and corporate social responsibility practices in the context of developing requests for offers • planning and organizing skills to manage the release of documents to stakeholders • learning skills to keep up-to-date with relevant procurement legislation, policies and procedures • technology skills to: <ul style="list-style-type: none"> ➤ operate organizational IT systems ➤ use electronic procurement templates
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: Material Logistics Operation Supervision Level IV	
Unit Title	Monitor Supplier Performance
Unit Code	EIS MLS4 09 0913
Unit Descriptor	This unit involves the skills and knowledge required to monitor the performance of contracted suppliers of goods/materials/services including administering the supplier contract, assessing for conformity to contracted requirements, and completing all required documentation concerning the contract.

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

Variable	Range
Information/documentation	<p>may include:</p> <ul style="list-style-type: none"> • relevant supply contracts and agreements • quality or enterprise work specifications and procedures • manufacturers specifications and/or suppliers handling and storage advice, workplace procedures, policies and instructions • guidelines relating to minimizing risks to the environment and occupational health and safety requirements • supplier and/or client instructions • material safety data sheets

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

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

Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to:</p> <ul style="list-style-type: none"> • Administer supplier contract • Complete documentation
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant regulatory and code requirements • Relevant OHS responsibilities and procedures • Workplace protocols and procedures for monitoring the performance of supply contractors • Workplace contract performance and dispute policies and procedures • Workplace business policies and plans as they relate to supply contracts, including procedures for maintenance of confidentiality • Focus of operation of recording, reporting and statistical analysis systems and resources • Resource availability including the processing capacity of equipment and software systems for statistical analysis of data • Typical problems that can occur with supply contracts and related appropriate action that can be taken
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when monitoring supplier performance • Read and interpret instructions, procedures and information relevant to the monitoring of supplier performance • Interpret and follow operational instructions and prioritize work • Complete documentation related to the monitoring of supplier performance

	<ul style="list-style-type: none"> • Operate electronic communication equipment to required protocol • Work collaboratively with others when monitoring supplier performance • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems that may occur when monitoring supplier performance in accordance with regulatory requirements and workplace procedures • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Work systematically with required attention to detail • Select and appropriately apply technology, information systems and procedures when monitoring supplier performance • Adapt to differences in equipment in accordance with standard operating procedures
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	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: Material Logistics Operation Supervision Level IV	
Unit Title	Organize Marshalling and Shunting Operations
Unit Code	EIS MLS4 10 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>
4. Plan rolling stock movements	<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>
5. Establish available rolling stock	<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
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
Train/vehicles	<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

Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> • by day or night • all relevant weather conditions
Rolling stock tracking systems	<p>may include:</p> <ul style="list-style-type: none"> • manual tracking systems • computer-based tracking systems
Support rolling stock	<p>may include:</p> <ul style="list-style-type: none"> • dining cars • lounge cars • observation decks • conference cars • bar cars
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
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

	<ul style="list-style-type: none"> • 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 and 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 • 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 • communications difficulties

Evidence Guide	
Critical Aspects of Competence	<p>demonstration of how to:</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 • 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

	<ul style="list-style-type: none"> • 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
Underpinning Skills	<p>Demonstrates 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

	<ul style="list-style-type: none"> • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems 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 • 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: Material Logistics Operation Supervision Level IV	
Unit Title	Implement Dangerous Goods Transport Procedures within the Workplace
Unit Code	EIS MLS4 11 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 Documentation/records, 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> <p>2.4 A maintenance and inspection program is instituted to confirm that vehicles, equipment and storage areas comply with regulatory and enterprise requirements.</p>

<p>3. Establish and maintain assessment procedures for monitoring conformance and controlling risks</p>	<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>
<p>4. Implement and monitor procedures for maintaining dangerous goods records</p>	<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>
<p>5. Evaluate the implementation of dangerous goods transport policies, procedures and programs within the workplace</p>	<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
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
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 (Qidentification/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(Quality Assurance) plans, data and document control • conditions of service, legislation and industrial agreements including workplace agreements and awards
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/vapors
Hazard management	<p>is consistent with:</p> <ul style="list-style-type: none"> • the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
Plans for dangerous goods transport 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

Operations	may be conducted: <ul style="list-style-type: none"> • by day or night • in all weather conditions
Procedures	may include: <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Work	may be undertaken: <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
The workplace environment	may involve: <ul style="list-style-type: none"> • twenty-four hour operation • single and multi-site location • large, medium and small workplaces
Classes of dangerous goods	are: <ul style="list-style-type: none"> • as defined in the respective Ethiopian codes
Policies and procedures for the transportation of dangerous goods	must: <ul style="list-style-type: none"> • conform to relevant legislative framework and guidance material
Requirements for work	may include: <ul style="list-style-type: none"> • site restrictions and procedures • use of safety and personal protective equipment • communications equipment • specialized transfer/transport equipment • incident/accident/breakdown procedures • additional gear and equipment • noise restrictions • hours of operation • authorities and permits
Communications systems	may involve: <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	may include but is not limited to: <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
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Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:</p> <ul style="list-style-type: none"> • 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 • identifying requirements of tasks and organizing planning, job completion and evaluation stages • mediating and resolving issues surrounding the transport of dangerous goods, maximising 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

	<ul style="list-style-type: none"> • 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>Demonstrates 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 • 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 behavior 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 		
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	<ul style="list-style-type: none"> • 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: Material Logistics Operation Supervision Level IV	
Unit Title	Implement and Supervise Stocktaking Procedures
Unit Code	EIS MLS4 12 0913
Unit Descriptor	This unit involves the skills and knowledge required to implement and monitor stocktaking procedures. It includes maintaining stock records; implementing stocktaking and stock rotation; and identifying stock losses.

Elements	Performance Criteria
1 Maintain stock records	<p>1.1 Stock levels and records are monitored and maintained at required levels.</p> <p>1.2 Stock reorder cycles are monitored, maintained and adjusted as required.</p> <p>1.3 Stock storage and movement records are maintained in line with organization's policy.</p>
2 Implement stocktaking and stock rotation processes	<p>2.1 Policies and procedures in regard to stocktaking and cyclical counts are interpreted and explained to team members.</p> <p>2.2 Stocktaking tasks are allocated to individual team members.</p> <p>2.3 Team members are provided with clear directions for the performance of each task and supervised.</p> <p>2.4 Stocktaking and stock rotation procedures are implemented.</p>
3 Identify stock losses	<p>3.1 Losses are accurately identified, recorded and assessed against potential loss forecast on a regular basis.</p> <p>3.2 Avoidable losses are identified and reasons established.</p> <p>3.3 Possible solutions to avoidable losses are recommended and implemented.</p> <p>3.4 Accurate reports on stock take data, including discrepancies are produced for management.</p>

Variable	Range
Categories or groups of products or stock may include:	<ul style="list-style-type: none"> • small parts • perishable goods • goods for overseas export • dangerous goods • temperature controlled stock and fragile goods
Communication in the work area may include:	<ul style="list-style-type: none"> • phone • Electronic Data Interchange (EDI) • fax • email • internet • RF systems • oral, aural or signed communications

Documentation and records may include:	<ul style="list-style-type: none"> • policy and procedures for receipt and dispatch of goods • procedures for stock take • manufacturers specifications and/or supplier handling and storage advice • material safety data sheets • industry codes of practice • legislation and statutory requirements • regulations and codes of practice relevant to ADG code, including safe working and local authority regulations and procedures • relevant OHS and environmental protection regulations • quality assurance procedures • dangerous goods declarations and material safety data sheets, where applicable
Applicable legislation and regulations may include:	<ul style="list-style-type: none"> • relevant regulations, codes and safe working systems for the use and checking of stock • 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 • safe disposal of out-of-date stocks
Categories or groups of products or stock may include:	<ul style="list-style-type: none"> • small parts • perishable goods • goods for overseas export • dangerous goods • temperature controlled stock • fragile goods

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"> • Maintain stock records • Implement stocktaking and stock rotation processes • Identify stock losses
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 • Relevant OHS and environmental procedures and regulations • Safe handling of specific dangerous goods (as relevant for enterprise) • Stock control • Stock replenishment/reorder procedures • Procedures of identifying and recording discrepancies/damage

	<ul style="list-style-type: none"> • Procedures for operating electronic communications equipment • Requirements for completing relevant documentation
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when supervising a team of people involved in stocktaking • Read and interpret instructions, procedures, information and signs relevant to work activities • Complete documentation related to work activities including stock take documentation • Work collaboratively with others • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unplanned events • Monitor work activities in terms of planned schedule • Operate equipment in accordance with standard operating procedures
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Material Logistics Operation Supervision Level IV	
Unit Title	Assess and Monitor Optimum Stock Levels
Unit Code	<u>EIS MLS4 13 0913</u>
Unit Descriptor	This unit involves the skills and knowledge required to assess and monitor optimum stock levels in accordance with workplace requirements including assessing projected demand, assessing variables that impact upon optimum stock levels, determining optimum inventory levels, and monitoring optimum inventory levels.

Elements	Performance Criteria
1 Assess projected demand	<p>1.1 Information/data from sales plan or stock movement is analyzed.</p> <p>1.2 Projected high and low volume periods are determined from the analysis of sales plan and/or stock movement data.</p> <p>1.3 Seasonal nature of stock demand is determined from the analysis of sales plan and/or stock movement data.</p> <p>1.4 Required inventory levels at different production and sales cycle stages are determined from the analysis of sales plan and/or stock movement data.</p>
2 Assess variables that impact upon optimum stock levels	<p>2.1 Stock manufacturing/supply and consignment delivery lead times are determined.</p> <p>2.2 Internal processing and distribution times are determined.</p> <p>2.3 Spoilage and obsolescence times are calculated (where applicable).</p> <p>2.4 Maximum stock carrying capacity is assessed.</p> <p>2.5 Physical and human resources are assessed in relation to projected required stock levels.</p> <p>2.6 Contingencies are developed for abnormal distribution stoppages/slow-downs to supply chain.</p>
3 Determine optimum inventory levels	<p>3.1 Production and sales cycle stages are correlated to stock manufacturing supply and distribution lead times.</p> <p>3.2 Safety stock levels are calculated.</p> <p>3.3 Optimum inventory levels are identified.</p>
4 Monitor optimum inventory levels	<p>4.1 Inventory benchmarks are continually compared to current and known future sales turnover/production requirements.</p> <p>4.2 Adjustments to inventory levels are undertaken in accordance with reassessed sales turnover/production requirements, workplace procurement processes and within scope of authority.</p>

	<p>4.3 Changes and/or requests for adjustments to inventory levels are documented in accordance with workplace policies.</p> <p>4.4 Resources are assembled in accordance with identified optimum inventory levels.</p>
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Variable	Range
Information used when assessing and monitoring optimum stock levels may include:	<ul style="list-style-type: none"> • supply requirements • supplier information • workplace contract procedures • sales plan • distribution times
Inventory benchmarks may be:	<ul style="list-style-type: none"> • periodic, monthly or annual
Workplaces may comprise:	<ul style="list-style-type: none"> • large, medium or small worksites
Work may involve:	<ul style="list-style-type: none"> • twenty-four hour operation • in a range of work environments • by day or night • applies to predominantly manual operations • does not include a total computer generated purchasing system operation • limited or restricted spaces • exposed conditions • controlled or open environments
Customers may be:	<ul style="list-style-type: none"> • internal or external
Lead times may vary in accordance with:	<ul style="list-style-type: none"> • type of transport mode(s) • processing time • regulatory requirements • freight disputations • customs regulations • scarcity of resource
Consultative processes may involve:	<ul style="list-style-type: none"> • other employees and supervisors • suppliers, customers and clients • relevant authorities and institutions • management and union representatives • industrial relations and OHS specialists • other maintenance, professional or technical staff
Communication in the work area may include:	<ul style="list-style-type: none"> • phone • Electronic Data Interchange (EDI) • fax • email • internet • RF systems • oral, aural or signed communications

Inventory systems may be:	<ul style="list-style-type: none"> • automated • manual • paper-based • computerized • microfiche
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Information/documents may include:	<ul style="list-style-type: none"> • relevant workplace quality specifications, policies and procedures • Ethiopian regulations and codes of practice relevant to stock management • manufacturers specifications and/or suppliers handling and storage advice • supplier and/or client instructions • workplace business policies and plans including procedures for maintenance of confidentiality • operations manuals, job specifications and induction documentation • ADG Code and associated regulations • material safety data sheets • relevant Ethiopian standards and certification requirements • conditions of service, legislation and industrial agreements including award details, enterprise bargaining agreement, other industrial arrangements • emergency procedures
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • codes and regulations relevant to the optimization of stock levels including the ADG Code • relevant state/territory OHS and environmental protection legislation • license, patent or copyright arrangements • water and road use and license arrangements • export/import/quarantine/bond requirements • workplace relations regulations • workers compensation regulations

Evidence Guide

Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to:</p> <ul style="list-style-type: none"> • Assess projected demand • Assess variables that impact upon optimum stock levels • Determine optimum inventory levels • Monitor optimum inventory levels
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Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Ethiopian codes and regulations relevant to the optimization of stock levels • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for the assessment and monitoring of optimum stock levels • Focus of operation of supply arrangements, resources, management and workplace operating systems • Purpose and use of key information required when optimizing stock levels, including supply requirements, supplier information, enterprise contract procedures, sales plan, and distribution times • Workplace business policies and plans including procedures for maintenance of confidentiality • Computer records/documentation requirements when assessing and monitoring optimum stock levels • Problems that may occur when assessing and monitoring optimum stock levels and appropriate action that can be taken to resolve the problems • Worksite layout and organizational structure
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when assessing and monitoring optimum stock levels • Read and interpret instructions, procedures, policies, procedures and instructions relevant to the assessment and monitoring of optimum stock levels • Complete documentation related to the assessment and monitoring of optimum stock levels • Work collaboratively with others when assessing and monitoring optimum stock levels • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems, faults or malfunctions when assessing and monitoring optimum stock levels in accordance with regulatory requirements and workplace procedures • Plan and organize resource availability including the competencies of individuals in a team or group • 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 apply relevant technology, information systems and procedures when assessing and monitoring optimum stock levels

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: Material Logistics Operation Supervision Level IV	
Unit Title	Coordinate the Erection and Dismantling of Temporary Storage Facilities
Unit Code	EIS MLS4 14 0913
Unit Descriptor	This unit involves the skills and knowledge required to coordinate the erection and dismantling of temporary storage facilities in accordance with workplace procedures, including planning for the erection of temporary storage facilities, erecting temporary storage facilities as planned, and dismantling the temporary storage facilities after out loading.

Elements	Performance Criteria
1 Plan for erection of temporary storage facility	<p>1.1 Plans, storage specifications, assembly details and erection sequence are obtained and examined for accuracy to meet intended storage requirements.</p> <p>1.2 Engineering drawings, computations and instructions are obtained from qualified persons where required.</p> <p>1.3 Local and state authority approvals for the construction of the storage facility are obtained.</p> <p>1.4 Labor and equipment requirements for the construction of the storage facility are organized and scheduled in accordance with erection sequence.</p>
2 Erect temporary storage facility	<p>2.1 Foundations and earth-works for temporary storage are prepared to workplace instructions and specification.</p> <p>2.2 Structural and storage components are assembled and placed to workplace instructions and specifications.</p> <p>2.3 Protective sheeting (floor and wall) is placed and sealed/sewn to workplace specifications.</p> <p>2.4 Material is placed into the temporary storage facility to specification and in accordance with site procedures.</p> <p>2.5 Grain protection measures are implemented in accordance with workplace requirements.</p> <p>2.6 Labor and equipment is coordinated for timely and efficient completion of work.</p>
3 Dismantle temporary storage facility after out loading	<p>3.1 Procedures for the dismantling of temporary storage facility, including sequencing of process, are confirmed with qualified personnel.</p> <p>3.2 Labor and equipment requirements for the dismantling of the temporary storage facility is organized and scheduled.</p> <p>3.3 Material is removed from storage to workplace procedures.</p> <p>3.4 Protective sheeting (floor and wall) is dismantled and folded for future use or disposed of in accordance with workplace procedures.</p>

	<p>3.5 Structural components are disassembled, transported and stacked to workplace instructions.</p> <p>3.6 Labor and equipment is coordinated for timely and efficient completion of work.</p>
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Variable	Range
Workplaces may comprise:	<ul style="list-style-type: none"> • large, medium or small worksites
Requirements for work may include:	<ul style="list-style-type: none"> • site restrictions and procedures • licensing requirements • use of safety and personal protective equipment • communications/recording equipment • authorities and permits • emergency procedures
Work may be conducted:	<ul style="list-style-type: none"> • in a range of work environments • by day or night • individuals coordinating and organizing the construction and dismantling of temporary storage facilities from working drawings and erection specifications
Customers may be:	<ul style="list-style-type: none"> • internal or external
Workplace environment may include movement of:	<ul style="list-style-type: none"> • equipment • goods • products • materials • vehicular traffic
Types of temporary storage facilities may include:	<ul style="list-style-type: none"> • concrete side wall sites • earth wall sites • two-way sites • timber and/or steel prefabricated wall sites • concrete floors • compacted earth or fill floors • sites segregated for different commodities
Consultative processes may involve:	<ul style="list-style-type: none"> • workplace personnel • supervisors and managers • existing and potential customers/clients • manufacturers of pesticides • suppliers and contractors • union representatives • industrial relations and OHS specialists • maintenance, professional or technical staff
Hazards in the work area may include:	<ul style="list-style-type: none"> • chemicals and pesticides • dangerous or hazardous substances • stationary and moving equipment, parts and materials • noise, light, energy sources • electrical equipment

	<ul style="list-style-type: none"> • humidity, air temperature, radiant heat • debris on floor • faulty equipment
Personal protective equipment may include:	<ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing • respirators and fume/dust masks • high visibility clothing
Communication in the work area may include:	<ul style="list-style-type: none"> • phone • fax • email/internet • Electronic Data Interchange (EDI) • RF systems • oral, aural or signed communications
Depending on the type of organisation concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> • company procedures • workplace procedures • organizational procedures • established or standard procedures
Information/documents may include:	<ul style="list-style-type: none"> • operations manuals, job specifications and procedures • induction documentation • competency standards and training materials • manufacturers specifications and instructions • materials safety data sheets • workplace operating procedures and policies • supplier and/or client instructions • Ethiopian and international standards, criteria and certification requirements • codes of practice including the National Standards for Manual Handling and the Industry Safety Code • relevant regulations including the ADG Code • award, workplace bargaining agreement, other industrial arrangements • OHS procedures • quality assurance and emergency procedures
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> • relevant codes and regulations pertaining to grain storage • legislation regarding the use of fumigants/poisons • ADG Code and regulations pertaining to the storage and handling of dangerous and hazardous goods • relevant state/territory OHS legislation • relevant state/territory environmental protection legislation • relevant Ethiopian and international standards and certification requirements

	<ul style="list-style-type: none"> workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation workers compensation regulations
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Evidence Guide	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to:</p> <ul style="list-style-type: none"> Plan for erection of temporary storage facility Erect temporary storage facility Dismantle temporary storage facility after out loading
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> Regulations relevant to the erection and dismantling of temporary grain storage facilities Relevant OHS and environmental protection procedures and guidelines Workplace procedures and policies for the coordination of the erection and dismantling of temporary grain storage facilities Problems that may occur when coordinating the erection and dismantling of temporary grain storage facilities and appropriate action that can be taken to resolve the problems Equipment applications, capacities, configurations, safety hazards and control mechanisms The range of construction methods used in the erection of temporary storage facilities Identifying characteristics of commodity types, varieties and grades Grain protection measures Emergency response procedures Storage and safe handling procedures Procedures for environmental control and disposal activities Site layout and obstacles
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> Communicate effectively with others when coordinating the erection and dismantling of temporary grain storage facilities Read and interpret instructions, procedures, information and plans relevant to the erection and dismantling of temporary grain storage facilities Interpret and follow operational instructions and prioritize work Complete documentation related to work activities Operate electronic communication equipment to required protocol Work collaboratively with others when coordinating the erection and dismantling of temporary grain storage facilities

	<ul style="list-style-type: none"> • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any problems, faults or malfunctions that may be identified when coordinating the erection and dismantling of temporary grain storage facilities in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unanticipated situations that may occur when coordinating the erection and dismantling of temporary grain storage facilities • Apply precautions and required action to minimize, control or eliminate hazards that may exist during the erection and dismantling of temporary grain storage facilities • Plan own work including predicting consequences and identifying improvements • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Identify, select and efficiently and effectively use equipment needed when coordinating the erection and dismantling of temporary grain storage facilities • Operate and adapt to differences in equipment in accordance with standard operating procedures • Select and use required personal protective equipment conforming to industry and OHS standards
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Material Logistics Operation Supervision Level IV	
Unit Title	Implement and Monitor Materiel Sustainment Plans
Unit Code	EIS MLS4 15 0913
Unit Descriptor	This unit involves the skills and knowledge required to implement and monitor materiel sustainment plans and associated subordinate plans.

Elements	Performance Criteria
1 Identify requirements for the provision of materiel sustainment plans	<p>1.1 Sources of information relevant to materiel sustainment plans are identified and obtained in accordance with organizational policy and procedures.</p> <p>1.2 Currency of information is reviewed and documented in accordance with organizational policy and procedures.</p> <p>1.3 Materiel sustainment plans are assessed against reviewed information.</p>
2 Implement materiel sustainment plans	<p>2.1 Performance indicators and other criteria for measurement of achievement are developed.</p> <p>2.2 Materiel sustainment risks and impacts relevant to the plan are identified, reported and managed.</p> <p>2.3 Materiel sustainment plans are implemented in accordance with organizational policy and procedures.</p> <p>2.4 Participation and contribution to materiel sustainment activities is established and maintained in accordance with the schedule.</p>
3 Monitor and report on implementation of materiel sustainment plans	<p>3.1 Materiel sustainment plans are monitored and regularly reviewed in accordance with organizational policy and procedures.</p> <p>3.2 Plans are amended and documented in accordance with organizational policy and procedures.</p> <p>3.3 Performance measures are monitored to ensure they address all key aspects of organizational performance and meet the requirements of stakeholders.</p> <p>3.4 Performance data is analyzed on a regular basis both in terms of the indicators and compliance with organizational policy and procedures.</p> <p>3.5 Strategic performance is reported to all stakeholders in a transparent manner and meeting all compliance requirements.</p>

Variable	Range
Sources of information may include:	<ul style="list-style-type: none"> • contractors • customers • legislation

	<ul style="list-style-type: none"> • managers • peers • plans • policies • publications • reference material • standards • supervisors and suppliers
<p>Matériel sustainment plans may include:</p>	<ul style="list-style-type: none"> • disposal • facilities • finance • obsolescence • technical data • training and transitional plans
<p>Organisational policy and procedures may include:</p>	<ul style="list-style-type: none"> • Ethiopian Standards • international standards • organizational instructions and standards
<p>Performance indicators may include:</p>	<ul style="list-style-type: none"> • costs • milestones • production • resources • scheduling and timing
<p>Matériel sustainment may include:</p>	<p>The management and provision of products and services needed to meet the preparedness and performance requirements of a matériel system from the time of acceptance into operational service until disposal at minimized life cycle cost. Material sustainment may also be referred to as asset management and includes components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks</p>
<p>Compliance requirements may include:</p>	<ul style="list-style-type: none"> • authority • delegations • environmental • legislative, organizational policy and regulatory

Evidence Guide

<p>Critical Aspects of Competence</p>	<p>Assessment must confirm the ability to:</p> <ul style="list-style-type: none"> • apply relevant implementation processes • monitor and report on implementation processes • analyze data and information • apply knowledge of matériel sustainment plans to assist in work and to guide problem solving
<p>Underpinning Knowledge and Attitudes</p>	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Codification and cataloguing processes • Configuration management

	<ul style="list-style-type: none"> • Contract management • Logistics support analysis principles and processes • Materiel sustainment processes related to planning • Organizational policy and procedures impacting on materiel sustainment • Organizational role relevant to materiel sustainment • Performance measurement • Product knowledge related to systems and/or equipment in service in the organization • Safety, legislative and statutory requirements, including environmental, sustainability issues • Technical regulatory framework • Written communication to a level required in the preparation of correspondence and reports
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Apply materiel sustainment and project management knowledge relevant to work being performed • Demonstrate an understanding of the strategic objectives of the organization, and identify long-term factors and external considerations that need to be taken into consideration when implementing materiel sustainment plans • Develop and/or comply with procedures to implement and monitor materiel sustainment plans • Display resilience by continuing to move forward despite criticism or setbacks, remain positive and respond to pressure in a controlled manner • Ensure that there are mechanisms in place to monitor materiel sustainment plans • Identify the relationship between organizational goals and recognize how own work contributes to the achievement of those goals • Negotiate and communicate with key stakeholders (both internal and external), receive their input, and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved • Undertake performance measurement to enable objectives to be measured against defined parameters
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: Material Logistics Operation Supervision Level IV	
Unit Title	Apply Knowledge of Materiel Sustainment
Unit Code	EIS MLS4 16 0913
Unit Descriptor	This unit involves the skills and knowledge required to analyze and apply knowledge of materiel sustainment. The application of this knowledge is required by people who are not materiel sustainment specialists but who need the knowledge to inform their decision making. The application of materiel sustainment knowledge is specific to a variety of component processes in material logistics activities.

Elements	Performance Criteria
1 Access and interpret relevant materiel sustainment information	<p>1.1 Relevant materiel sustainment requirements are identified and obtained.</p> <p>1.2 Materiel sustainment information obtained is analyzed to determine the relevance and application to the organization.</p> <p>1.3 Outcomes of the analysis are documented and recommendations relevant to materiel sustainment are determined.</p>
2 Use knowledge of materiel sustainment	<p>2.1 Materiel sustainment requirements and recommendations relevant to materiel and materiel logistics are applied in accordance with organizational policy and procedures.</p> <p>2.2 Effectiveness of the recommendations is assessed, reviewed and recorded in accordance with organizational policy and procedures.</p> <p>2.3 Recommendations are adjusted if required and documented for future application in accordance with organizational policy and procedures.</p>

Variable	Range
Materiel sustainment may include:	the management and provision of products and services needed to meet the preparedness and performance requirements of a materiel system from the time of acceptance into operational service until disposal at minimized life cycle cost. Materiel sustainment may also be referred to as asset management and includes components of: sustainment management, engineering support, maintenance support, supply support and planning for disposal and/or carrying out end of life tasks
Organisation may include:	<ul style="list-style-type: none"> enterprises that work in materiel logistics other government departments or instrumentalities that work with materiel

Materiel may include:	<ul style="list-style-type: none"> all items (including ships, tanks, self-propelled weapon, aircraft etc. and related spares, repair parts and support equipment but excluding real property, installations and utilities) necessary to equip, operate, maintain and support designated activities without distinction as to its application for administrative or operational purposes
Materiel logistics is:	<ul style="list-style-type: none"> the life cycle management of materiel to achieve the stated objectives of the capability managers
Organisational policy and procedures may include:	<ul style="list-style-type: none"> Ethiopian Standards international standards organizational instructions and standards

Evidence Guide	
Critical Aspects of Competence	<p>Assessment must confirm the ability to:</p> <ul style="list-style-type: none"> adhere to relevant materiel sustainment requirements apply knowledge of materiel sustainment to assist in work and to guide problem solving demonstrate understanding of personal role in relation to wider organizational or project context
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> Contract management Materiel sustainment knowledge relevant to the work performed Materiel life cycle Materiel sustainment relevant to materiel and materiel systems Organizational policy and procedures Organizational role relevant to materiel sustainment Safety, legislative and statutory requirements, including environmental, sustainability issues relevant to materiel and materiel systems
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> Undertake, analyze and interpret materiel sustainment information to determine where internal and external factors impact on the integrated logistics requirements, and adjust planning accordingly Consult and negotiate with key stakeholders (both internal and external) and resolve any potential areas of conflict or concern to ensure that overall objectives are achieved Display resilience by continuing to move forward despite criticism or setbacks Focus on clear communication of materiel sustainment information, present information confidently and select the appropriate medium for communication to a range of audiences

	<ul style="list-style-type: none"> • Identify the relationship between organizational goals and recognize how own work contributes to the achievement of those goals • Use appropriate information technology and software
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: Material Logistics Operation Supervision Level IV	
Unit Title	Plan and Organize Work
Unit Code	EIS MLS4 17 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	<p>1.1 Objectives are planned consistent with and linked to work activities in accordance with organizational aims.</p> <p>1.2 Objectives are stated as measurable targets with clear time frames.</p> <p>1.3 Support and commitment of team members are reflected in the objectives.</p> <p>1.4 Realistic and attainable objectives are identified.</p>
2. Plan and schedule work activities	<p>2.1 Tasks/work activities to be completed are identified and prioritized as directed.</p> <p>2.2 Tasks/work activities are broken down into steps in accordance with set time frames and achievable components.</p> <p>2.3 Task/work activities are assigned to appropriate team or individuals in accordance with agreed functions.</p> <p>2.4 Resources are allocated as per requirements of the activity.</p> <p>2.5 Schedule of work activities is coordinated with personnel concerned.</p>
3. Implement work plans	<p>3.1 Work methods and practices are identified in consultation with personnel concerned.</p> <p>3.2 Work plans are implemented in accordance with set time frames, resources and standards.</p>
4. Monitor work activities	<p>4.1 Work activities are monitored and compared with set objectives.</p> <p>4.2 Work performance is monitored.</p> <p>4.3 Deviations from work activities are reported and recommendations are coordinated with appropriate personnel and in accordance with set standards.</p> <p>4.4 Reporting requirements are complied with in accordance with recommended format.</p> <p>4.5 Timeliness of report is observed.</p> <p>4.6 Files are established and maintained in accordance with standard operating procedures.</p>

5. Review and evaluate work plans and activities	<p>5.1 Work plans, strategies and implementation are reviewed based on accurate, relevant and current information.</p> <p>5.2 Review is done based on comprehensive consultation with appropriate personnel on outcomes of work plans and reliable feedback.</p> <p>5.3 Results of review are provided to concerned parties and formed as the basis for adjustments/simplifications to be made to policies, processes and activities.</p> <p>5.4 Performance appraisal is conducted in accordance with organization rules and regulations.</p> <p>5.5 Performance appraisal report is prepared and documented regularly as per organization requirements.</p> <p>5.6 Recommendations are prepared and presented to appropriate personnel/authorities.</p> <p>5.7 Feedback mechanisms are implemented in line with organization policies.</p>
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Variable	Range
Objectives	May include but not limited to: <ul style="list-style-type: none"> • Specific • General
Resources	May include but not limited to: <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 but not limited to: <ul style="list-style-type: none"> • Daily • Work-based • Contractual Regular
Work methods and practices	May include but not limited to: <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	May include but not limited to: <ul style="list-style-type: none"> • Daily work plans • Project plans • Program plans • Resource plans • Skills development plans • Management strategies and objectives
Standards	May include but not limited to: <ul style="list-style-type: none"> • Performance targets

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

Evidence Guide	
Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • set objectives • plan and schedule work activities • implement work plans • monitor work activities • review and evaluate work plans and activities
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • organization's strategic plan, policies rules and regulations, laws and objectives for work unit activities and priorities • organizations policies, strategic plans, guidelines related to the role of the work unit • team work and consultation strategies
Underpinning Skills	<p>Demonstrates skill to:</p> <ul style="list-style-type: none"> • plan • lead • organize • coordinate • communicate • inter-and intra-person/motivation skills and present
Resource Implications	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>

Occupational Standard: Material Logistics Operation Supervision Level IV	
Unit Title	Migrate to New Technology
Unit Code	EIS MLS4 18 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	<p>1.1 Situations are identified where existing knowledge can be used as the basis for developing new skills.</p> <p>1.2 New or upgraded technology skills are acquired and used to enhance learning.</p> <p>1.3 New or upgraded equipment are identified, classified and used where appropriate, for the benefit of the organization.</p>
2. Apply functions of technology to assist in solving organizational problems	<p>2.1 Testing of new or upgraded equipment is conducted according to the specification manual.</p> <p>2.2 Features of new or upgraded equipment are applied within the organization</p> <p>2.3 Features and functions of new or upgraded equipment are used for solving organizational problems</p> <p>2.4 Sources of information relating to new or upgraded equipment are accessed and used</p>
3. Evaluate new or upgraded technology performance	<p>3.1 New or upgraded equipment is evaluated for performance, usability and against OHS standards.</p> <p>3.2 Environmental considerations are determined from new or upgraded equipment.</p> <p>3.3 Feedback is sought from users where appropriate.</p>

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

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

Occupational Standard: Material Logistics Operation Supervision Level IV	
Unit Title	Establish Quality Standards
Unit Code	EIS MLS4 19 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	<p>1.1 Market specifications are sourced and legislated requirements identified.</p> <p>1.2 Quality specifications are developed and agreed upon</p> <p>1.3 Quality specifications are documented and introduced to organization staff / personnel in accordance with the organization policy</p> <p>1.4 Quality specifications are updated when necessary</p>
2. Identify hazards and critical control points	<p>2.1. Critical control points impacting on quality are identified.</p> <p>2.2. Degree of risk for each hazard is determined.</p> <p>2.3. Necessary documentation is accomplished in accordance with organization quality procedures</p>
3. Assist in planning of quality assurance procedures	<p>3.1 Procedures for each identified control point are developed to ensure optimum quality.</p> <p>3.2 Hazards and risks are minimized through application of appropriate controls.</p> <p>3.3 Processes are developed to monitor the effectiveness of quality assurance procedures.</p>
4. Implement quality assurance procedures	<p>4.1 Responsibilities for carrying out procedures are allocated to staff and contractors.</p> <p>4.2 Instructions are prepared in accordance with the enterprise's quality assurance program.</p> <p>4.3 Staff and contractors are given induction training on the quality assurance policy.</p> <p>4.4 Staff and contractors are given in-service training relevant to their allocated safety procedures.</p>
5. Monitor quality of work outcome	<p>5.1 Quality requirements are identified</p> <p>5.2 Inputs are inspected to confirm capability to meet quality requirements</p> <p>5.3 Work is conducted to produce required outcomes</p>

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

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

Evidence Guide	
Critical Aspect of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • Monitor quality of work • Establish quality specifications for product • Participate in maintaining and improving quality at work • Identify hazards and critical control points in the production of quality product • Assist in planning of quality assurance procedures • Report problems that affect quality • Implement quality assurance procedures

Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • work and product quality specifications • quality policies and procedures • improving quality at work • hazards and critical points of operation • obtaining and using information • applying federal and regional legislation within day-today work activities • accessing and using management systems to keep and maintain accurate records • requirements for correct preparation and operation • technical writing
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • monitor quality of work • establish quality specifications for product • participate in maintaining and improving quality at work • identify hazards and critical control points in the production of quality product • assist in planning of quality assurance procedures • report problems that affect quality • implement quality assurance procedures
Resources Implication	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>

Occupational Standard: Material Logistics Operation Supervision Level IV	
Unit Title	Develop Individuals and Team
Unit Code	EIS MLS4 20 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</p>

	<p>agreed roles and responsibilities.</p> <p>4.3 Mutual concern and camaraderie are developed in the team.</p>
5. Facilitate accomplishment of organizational goals	<p>5.1 Team members are actively participated in team activities and communication processes.</p> <p>5.2 Individual and joint responsibility is developed by teams' members for their actions.</p> <p>5.3 Collaborative efforts are sustained to attain organizational goals.</p>

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

Evidence Guide	
Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • Identify and implement learning opportunities for others • give and receive feedback constructively • facilitate participation of individuals in the work of the team • negotiate plans to improve the effectiveness of learning • prepare learning plans to match skill needs • access and designate learning opportunities
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • coaching and monitoring principles • understanding how to work effectively with team members who have diverse work styles, aspirations, cultures and perspective • understanding how to facilitate team development and improvement • understanding methods and techniques to obtain and interpreting feedback • understanding methods for identifying and prioritizing personal development opportunities and options • knowledge of career paths and competence standards in the industry
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • read and understand a variety of texts, preparing general information and documents according to target audience; spell with accuracy; use grammar and punctuation effective relationships and conflict management • communicate including receiving feedback and reporting, maintaining effective relationships and conflict management • plan and organize required resources and equipment to meet learning needs • coach and mentor skills to provide support to colleagues • report to organize information; assess information for relevance and accuracy; identify and elaborate on learning outcomes • facilitate and conduct small group training sessions • relate to people from a range of social, cultural, physical and mental backgrounds
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: Material Logistics Operation Supervision Level IV	
Unit Title	Utilize Specialized Communication Skills
Unit Code	EIS MLS4 21 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	<p>1.1 Specific communication needs of clients and colleagues are identified and met.</p> <p>1.2 Different approaches are used to meet communication needs of clients and colleagues.</p> <p>1.3 Conflict is addressed promptly and in a timely way and in a manner which does not compromise the standing of the organization.</p>
2. Contribute to the development of communication strategies	<p>2.1 Strategies for internal and external dissemination of information are developed, promoted, implemented and reviewed as required.</p> <p>2.2 Channels of communication are established and reviewed regularly.</p> <p>2.3 Coaching in effective communication is provided.</p> <p>2.4 Work related network and relationship are maintained as necessary.</p> <p>2.5 Negotiation and conflict resolution strategies are used where required.</p> <p>2.6 Communication with clients and colleagues is appropriate to individual needs and organizational objectives.</p>
3. Represent the organization	<p>3.1 When participating in internal or external fora, presentation is relevant, appropriately researched and presented in a manner to promote the organization.</p> <p>3.2 Presentation is made clear and sequential and delivered within a predetermined time.</p> <p>3.3 Appropriate media is utilized to enhance presentation.</p> <p>3.4 Differences in views are respected.</p> <p>3.5 Written communication is made consistent with organizational standards.</p> <p>3.6 Inquiries are responded in a manner consistent with organizational standard.</p>

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 are 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	May include but is not limited to: <ul style="list-style-type: none"> • Recognizing own limitations • Utilizing techniques and aids • Providing written drafts • Verbal and non-verbal communication
Effective group interaction	May include but is not limited to: <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	May include but is not limited to: <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	May include but is not limited to: <ul style="list-style-type: none"> • Related to staff issues

	<ul style="list-style-type: none"> • Routine • Confidential • Evidential • Non-disclosure • Disclosure
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Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: <ul style="list-style-type: none"> • Demonstrated effective communication skills with clients and work colleagues accessing service • Adopted relevant communication techniques and strategies to meet client particular needs and difficulties
Underpinning Knowledge and Values	Demonstrates knowledge of: <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	Demonstrates skills of: <ul style="list-style-type: none"> • full range of communication techniques including: <ul style="list-style-type: none"> ➢ active listening ➢ feedback ➢ interpretation ➢ role boundaries setting ➢ negotiation ➢ establishing empathy ➢ communication strategies • communicate to fulfill job roles as specified by the organization
Resource Implications	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: Material Logistics Operation Supervision Level IV	
Unit Title	Manage and Maintain Small/Medium Business Operations
Unit Code	EIS MLS4 22 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>
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Variable	Range
Resources	May include but is not limited to: <ul style="list-style-type: none"> • Staff, money, time, equipment and space
Business goals	May include but is not limited to: <ul style="list-style-type: none"> • sales and budgetary targets • team and individual goals • production targets and reporting deadlines
Problem solving techniques	May include but is not limited to: <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 but is not limited to: <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 but is not limited to: <ul style="list-style-type: none"> • staff and colleagues • management, supervisors, advisors or head office • relevant professionals such as lawyers, accountants, management consultants and professional associations

Evidence Guide	
Critical Aspects of Competence	A person must be able to: <ul style="list-style-type: none"> • identify daily work requirements and allocate work appropriately

	<ul style="list-style-type: none"> • 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 OHS, equal employment opportunity, industrial relations and anti-discrimination • technical or specialist skills relevant to the business operation • relevant industry code of practice • planning techniques to establish realistic timelines and priorities • identification of relevant performance measures • quality assurance principles and methods • relevant marketing, management, sales and financial concepts • methods for monitoring performance and implementing improvements • structured approaches to problem solving, idea management and time management
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • interpret legal requirements, company policies and procedures and immediate, day-to-day demands • communicate using questioning, clarifying, reporting, and giving and receiving constructive feedback • numeracy skills for performance information, setting targets and interpreting financial documents and reports • technical and analytical skills to interpret business document, reports and financial statements and projections • relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities • solve problem and develop contingency plans • using computers and software packages to record and manage data and to produce reports • evaluate using assessment work and outcomes • observe for identifying appropriate people, resources and to monitor work
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<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: Material Logistics Operation Supervision Level IV	
Unit Title	Apply Problem Solving Techniques and Tools
Unit Code	EIS MLS4 23 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>

	4.8 Detailed summaries of the action plan are prepared to implement the suggested solution.
5. Examine countermeasures and their implementation.	5.1 Action plan is implemented by medium KPT members. 5.2 Implementation is monitored according to the agreed procedure and activities are checked with preset plan.
6. Assess effectiveness of the solution.	6.1 Tangible and intangible results are identified. 6.2 The results are verified over time. 6.3 Tangible results are compared with targets using various types of diagram .
7. Standardize and sustain operation.	7.1 If the goal is achieved, the new procedures are standardized and made part of daily activities. 7.2 All employees are trained on the new Standard Operating Procedures (SOPs) . 7.3 SOP is verified and followed by all employees. 7.4 The next problem is selected to be tackled by the team.

Variables	Range
Safety requirements	may include but not limited to: <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	may include but not limited to: <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 ➢ Why analysis ➢ What if analysis ➢ 5W1H
Kaizen Elements	may include but not limited to: <ul style="list-style-type: none"> • Quality • Cost • Productivity

	<ul style="list-style-type: none"> • 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 and 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 Quantifiable data • Intangible result may include Qualitative data
Various types of diagram	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • Line graph • Bar graph • Pie-chart • Scatter 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

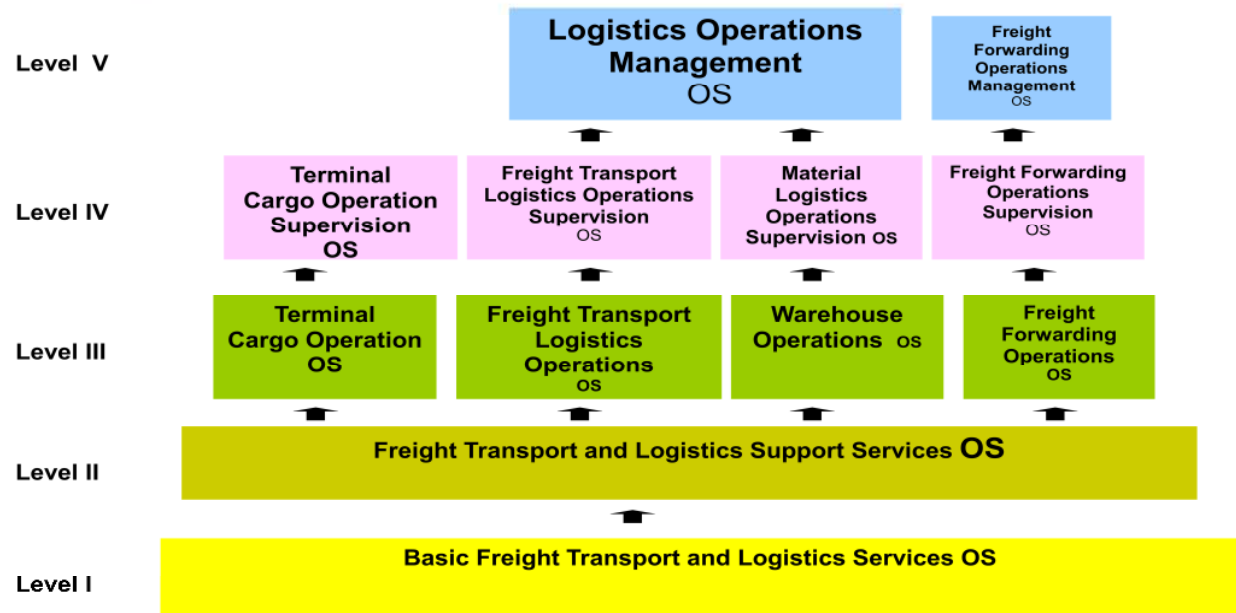
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Critical Aspects of Assessment	<p>Demonstrates skills and knowledge competencies to:</p> <ul style="list-style-type: none"> • Apply all relevant procedures and regulatory requirements to ensure quality and productivity of an organization.
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	<ul style="list-style-type: none"> • 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. • 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	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.



TRANSPORT AND LOGISTICS



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

COMMENT TEMPLATE

The Federal TVET Agency values your feedback of the document.
If you would like someone to personally contact you, please provide the following information:
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- **Phone# +251911207386/+251911641248/+251923787992 and**
- **E-mail: bizunehdebebe@yahoo.com/ Abebaw_maemer@yahoo.com /won_get@yahoo.com.**