



Federal Democratic Republic of Ethiopia  
**OCCUPATIONAL STANDARD**  
**CARGO TERMINAL OPERATION**  
**NTQF Level III**



*Ministry of Education*  
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## Introduction

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

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

This document details the mandatory format, sequencing, wording and layout for the Ethiopian Occupational Standard 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, NTQF level
- Unit code
- Unit title
- Unit descriptor
- Elements and Performance criteria
- Variables and Range statement
- Evidence guide

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

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

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

## UNIT OF COMPETENCE CHART

Occupational Standard: Cargo Terminal Operation		
Occupational Code: <b>EIS CTO</b>		
<i>NTQF Level III</i>		
<p><a href="#">EIS CTO3 01 0913</a> Undertake Rigger and Driver Communication</p>	<p><a href="#">EIS CTO3 02 0913</a> Maintain Container/Cargo Records</p>	<p><a href="#">EIS CTO3 03 0913</a> Implement and Monitor Occupational Health and Safety Procedures</p>
<p><a href="#">EIS CTO3 04 0913</a> Process Receipt and Delivery of Containers and Cargo</p>	<p><a href="#">EIS CTO3 05 0913</a> Monitor Transfer of Cargo</p>	<p><a href="#">EIS CTO3 06 0913</a> Plan Job and Set up Work Areas</p>
<p><a href="#">EIS CTO3 07 0913</a> Control Lift and Movement of Crane</p>	<p><a href="#">EIS CTO3 08 0913</a> Estimate/Calculate Load Shifting Requirements for Crane</p>	<p><a href="#">EIS CTO3 09 0913</a> Coordinate Breakdowns and Emergencies</p>
<p><a href="#">EIS CTO3 10 0913</a> Complete Workplace Documents</p>	<p><a href="#">EIS CTO3 11 0913</a> Apply and Monitor Workplace Security Procedures</p>	<p><a href="#">EIS CTO3 12 0913</a> Follow Mobile Crane Safety Procedures</p>
<p><a href="#">EIS CTO3 13 0913</a> Carry out Emergency Response to a Dangerous Goods Incident</p>	<p><a href="#">EIS CTO3 14 0913</a> Conduct Control Procedures for Transferring Explosives</p>	<p><a href="#">EIS CTO3 15 0913</a> Monitor Implementation of Work Plan/Activities</p>
<p><a href="#">EIS CTO3 16 0913</a> Apply Quality Control</p>	<p><a href="#">EIS CTO3 17 0913</a> Lead Workplace Communication</p>	<p><a href="#">EIS CTO3 18 0913</a> Lead Small Teams</p>
<p><a href="#">EIS CTO3 19 0913</a> Improve Business Practice</p>	<p><a href="#">EIS CTO3 20 0913</a> Prevent and Eliminate MUDA</p>	

Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Undertake Rigger and Driver Communication
Unit Code	<a href="#">EIS CTO3 01 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to enable effective communication between riggers and drivers during a lift including establishing an agreed communications system and trailing and configuring communication arrangements in accordance with regulatory requirements and codes of practice.

Elements	Performance Criteria
1. Establishing agreed communications system	<p>1.1 Forms of <b>signals</b>/communication conforming to Ethiopian Standards and codes of practice are identified.</p> <p>1.2 Methods of communication to be used in crane <b>operations</b> are agreed with relevant personnel.</p> <p>1.3 <b>Consultative processes</b> are developed and implemented.</p> <p>1.4 <b>Customer</b> needs are researched and the outcomes analyzed and interpreted to establish business options and opportunities.</p>
2. Trial and configure communications	<p>2.1 Communications are trialed and adjusted and/or confirmed as required to ensure safe and effective lift.</p> <p>2.2 Communications equipment is checked for correct operation and configured in line with legislative and workplace requirements.</p> <p>2.3 Defective equipment is tagged, rejected and reported to authorize personnel for corrective action.</p> <p>2.4 Signals/communications are given both within sight and out of sight of crane operator.</p> <p>2.5 <b>Hazards</b> and <b>hazard management</b> procedures in the work area are identified and confirmed.</p> <p>2.6 A dangerous goods <b>documentation records</b> system is established in accordance with relevant legislative framework.</p>
3. Use communication methods during a lift	<p>3.1 Communication methods and systems are used during a lift in accordance with regulatory <b>requirement for accesses</b> manufacturer's instructions and <b>workplace procedures</b>.</p> <p>3.2 Problems identified during communications are reported and immediate action initiated in accordance with workplace procedures and regulatory requirements.</p>

Variable	Range
Signal	<p>may include:</p> <ul style="list-style-type: none"> <li>• verbal</li> <li>• hand signals in accordance with standards and codes of practice</li> </ul>

	<ul style="list-style-type: none"> <li>whistles/hooters in accordance with standards and codes of practice</li> <li>two-way radios/telephones in accordance with standards and codes of practice</li> <li>light signals in accordance with standards and codes of practice</li> </ul>
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> <li>by day or night</li> <li>in a variety of weather conditions</li> </ul>
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> <li>driver/rigger</li> <li>other employees and supervisors</li> <li>other professional or technical staff</li> </ul>
Customers	<p>may include :</p> <ul style="list-style-type: none"> <li>internal or external</li> </ul>
Hazards	<p>may include:</p> <ul style="list-style-type: none"> <li>power lines</li> <li>noise, light, energy sources</li> <li>overhead service lines</li> <li>surrounding buildings, structures, facilities</li> <li>underground services</li> <li>obstructions</li> <li>uneven or unstable ground and recently filled trenches</li> <li>stationary and moving machinery and equipment</li> <li>hazardous or dangerous materials</li> <li>traffic hazards and congestion</li> <li>other vehicles and personnel</li> </ul>
Hazard management is	<p>consistent with:</p> <ul style="list-style-type: none"> <li>the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</li> </ul>
Documentation/records	<p>may include:</p> <ul style="list-style-type: none"> <li>site plans</li> <li>Safe Working Load (SWL) and Working Load Limit (WLL)</li> <li>operations manuals</li> <li>induction documentation</li> <li>competency standards and training materials</li> <li>job specifications and procedures</li> <li>manufacturers specifications</li> <li>workplace operating procedures and policies</li> <li>supplier and/or client instructions</li> <li>communications technology equipment, oral, aural or signed communications</li> <li>personal and work area work procedures and practices</li> <li>conditions of service, legislation and industrial agreements including:</li> </ul>

	<ul style="list-style-type: none"> <li>• workplace agreements and awards</li> <li>• occupational health safety procedures</li> <li>• standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Requirements for access and/or lift	<p>may include:</p> <ul style="list-style-type: none"> <li>• a range of cranes</li> <li>• site restrictions and procedures</li> <li>• authorities and permits</li> <li>• hours of operation</li> <li>• induction</li> <li>• slings, chains, nets, brackets and other specialised lifting equipment</li> <li>• noise restrictions</li> <li>• personal protective equipment</li> <li>• support trucks</li> <li>• additional gear and equipment</li> <li>• communications equipment</li> </ul>
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> <li>• site procedures</li> </ul>
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• sunscreen, sunglasses and safety glasses</li> <li>• two-way radios</li> <li>• high visibility clothing</li> </ul>
Environment	<p>May. movement of:</p> <ul style="list-style-type: none"> <li>• equipment</li> <li>• goods</li> <li>• materials and vehicular traffic</li> </ul>

### Evidence Guide

Critical aspects of competence	<p>Must demonstrate knowledge and skills competence to:</p> <ul style="list-style-type: none"> <li>• Use crane applications, capacities, configurations, safety hazards and control mechanisms</li> <li>• Apply workplace procedures and statutory regulations concerning the communications between a rigger and a crane driver before and during a lift</li> <li>• Solve problems that may occur in communications during a lift and associated action that can be taken to address the problems concerned</li> <li>• Use methods used to signal movement of the load during a lift</li> </ul>
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	<ul style="list-style-type: none"> <li>• Operate electronic communication equipment to required protocol</li> </ul>		
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant road rules, regulations, permit and licence requirements pertaining to crane operation</li> <li>• Relevant OHS and environmental procedures and regulations</li> <li>• crane applications, capacities, configurations, safety hazards and control mechanisms</li> <li>• Risks and hazards involved in crane operation and associated action that can be taken to eliminate or minimise the risk</li> <li>• Workplace procedures and statutory regulations concerning the communications between a rigger/dogger and a crane driver before and during a lift</li> <li>• Problems that may occur in communications during a lift and associated action that can be taken to address the problems concerned</li> <li>• Methods used to signal movement of the load during a lift</li> <li>• Communication systems used during a lift</li> </ul>		
Underpinning Skills	<p>Demonstrates skill to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when conducting a lift</li> <li>• Read and interpret instructions, procedures, regulations, information and signals relevant to communication between the rigger or dogger and the crane driver</li> <li>• Interpret and follow operational instructions and prioritise work</li> <li>• Operate electronic communication equipment to required protocol</li> <li>• Work collaboratively with others when conducting a lift</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Promptly report and/or rectify any identified problems that may arise in the course of communication between a crane driver and the rigger in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unanticipated situations that may occur in the course of communication between a crane driver and the rigger</li> <li>• Apply precautions and required action to minimise, control or eliminate hazards that may exist in the course of communication between a crane driver and the rigger</li> <li>• Plan own work including predicting consequences and identifying improvements</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Prioritise and multi-task work</li> <li>• Identify and correctly use equipment, processes and procedures</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
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 accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.



Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Maintain Container/Cargo Records
Unit Code	<a href="#">EIS CTO3 02 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to maintain container/cargo records in accordance with workplace requirements, including processing container and/or cargo documentation; maintaining records of container/cargo movements; monitoring container/cargo, including reefer units, and maintaining records.

Elements	Performance Criteria
1 Process container /cargo documentation	<p>1.1 <b>Container/cargo</b> documentation is processed in accordance with <b>workplace procedures</b> and statutory authority requirements.</p> <p>1.2 Movements of containers/cargo are recorded in accordance with workplace procedures and statutory authority requirements.</p>
2 Maintain records of container/cargo movements	<p>2.1 Container/cargo records are updated each time containers/cargo is moved within the yard.</p> <p>2.2 Containers/cargo is checked using markings to ensure correct identification when updating records.</p> <p>2.3 Existing and potential <b>hazards</b> in the work area are identified and reported.</p>
3 Monitor container /cargo and maintain records	<p>3.1 Containers/cargo is monitored on a daily basis and the specified <b>information recorded</b>.</p> <p>3.2 Problems with controlled <b>work</b> systems on containers/cargo are reported to concerned <b>personnel</b> on the appropriate forms and forwarded to the maintenance area.</p> <p>3.3 Log cards on containers/cargo with controlled systems are checked on completion of monitoring and all unit or system breakdowns, and/or faults are logged in the breakdown log diary in accordance with <b>workplace</b> procedures.</p> <p>3.4 Movement of containers/cargo is monitored on a daily basis and the information recorded.</p> <p>3.5 Communications equipment is checked for correct operation and configured in line with legislative and workplace requirements.</p> <p>3.6 <b>Customer</b> needs are researched and the outcomes analyzed and interpreted to establish business options and opportunities.</p>

<b>Variable</b>	<b>Range</b>
Containers/cargo	<p>may include:</p> <ul style="list-style-type: none"> <li>• goods with special requirements, including reefer units and containers/cargo containing temperature controlled goods and/or dangerous goods</li> <li>• livestock</li> </ul>
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> </ul>
Hazards in the work area	<p>may include exposure to:</p> <ul style="list-style-type: none"> <li>• chemicals</li> <li>• dangerous or hazardous substances</li> <li>• movements of equipment, goods, materials and vehicular traffic</li> </ul>
Information recorded	<p>may include:</p> <ul style="list-style-type: none"> <li>• temperatures</li> <li>• water meter readings</li> <li>• any faults in the operation of the reefer</li> </ul>
Work	<p>may be conducted:</p> <ul style="list-style-type: none"> <li>• in a range of work environments</li> <li>• by day or night</li> <li>• limited or restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>
Personnel	<p>may include:</p> <ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• site visitors</li> <li>• contractors</li> <li>• official representatives</li> </ul>
Workplaces	<p>may comprise:</p> <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>
Customers	may be internal or external
Personnel in work area	<p>may include:</p> <ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• site visitors</li> <li>• contractors</li> <li>• official representatives</li> </ul>
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> <li>• phone</li> <li>• fax</li> <li>• email</li> <li>• electronic data transfer (EDI)</li> <li>• RF systems</li> <li>• radio</li> <li>• oral, aural or signed communications</li> </ul>

Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• protective clothing</li> <li>• high visibility clothing</li> </ul>
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant codes and regulations for the maintenance of container/cargo records</li> <li>• the International Maritime Dangerous Goods Code</li> <li>• IMO Dangerous Goods regulations</li> <li>• licence, patent or copyright arrangements</li> <li>• water and road use and licence arrangements</li> <li>• export/import/quarantine/bond requirements</li> <li>• marine orders</li> <li>• relevant state/territory OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>

<b>Evidence Guide</b>	
Critical aspects of competence	<p>Must demonstrate knowledge and skills competency to</p> <ul style="list-style-type: none"> <li>• Ethiopian and international standards, codes of practice and regulations relevant to the maintenance of container and cargo records.</li> <li>• Estimate size, shape and special requirements and Site layout and location of reefer units, livestock and hazardous cargo.</li> <li>• Communicate effectively with others when maintaining container and cargo records.</li> <li>• Identify cargo, container and goods, coding, IMDG markings and where applicable emergency information panels</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Ethiopian and international standards, codes of practice and regulations relevant to the maintenance of container and cargo records including the Ethiopian and International Dangerous Goods Codes</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the maintenance of container and cargo records</li> <li>• Focus of operation of work systems, equipment, management and site operating systems for the maintenance of container and cargo records</li> <li>• Problems that may occur when maintaining container and cargo records and appropriate action that can be taken to resolve the problems</li> </ul>

	<ul style="list-style-type: none"> <li>• Relevant handling and safety codes</li> <li>• Site layout and location of reefer units</li> <li>• The marking and numbering systems for cargo</li> <li>• Relevant bond, quarantine or other legislative requirements</li> </ul>
Underpinning Skills	<p>Demonstrates skill to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when maintaining container and cargo records</li> <li>• Receive, acknowledge and send messages with available communications equipment</li> <li>• Read and interpret instructions, procedures, information and labels relevant to the maintenance of container and cargo records</li> <li>• Interpret and follow operational instructions and prioritise work when maintaining container and cargo records</li> <li>• Identify cargo, container and goods, coding, IMDG markings and where applicable emergency information panels</li> <li>• Work collaboratively with others when maintaining container and cargo records</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Promptly report and/or rectify any identified problems when maintaining container and cargo records in accordance with regulatory requirements and workplace procedures</li> <li>• Estimate size, shape and special requirements of loads.</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> </ul>
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 accessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Implement and Monitor Occupational Health and Safety Procedures
Unit Code	<a href="#">EIS CTO3 03 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to implement and monitor OHS procedures, including accessing information about OHS and the workplace policies and procedures, implementing and monitoring procedures for identifying and assessing hazards, implementing and monitoring/auditing procedures for controlling risks, planning and supervising housekeeping arrangements, and implementing and monitoring procedures for dealing with hazardous events.

Elements	Performance Criteria
1 Access information about OHS and the workplace policies and procedures	<p>1.1 Relevant provisions of occupational health and safety legislation and codes of practice are accurately followed.</p> <p>1.2 Information on <b>workplace</b> occupational health and safety policies, <b>procedures</b> and programs is stored in a readily accessible location and manner.</p> <p>1.3 <b>Information and documentation</b> are accurately and clearly explained to the <b>work</b> team.</p> <p>1.4 Information about the outcomes of risk identification and control procedures is provided to appropriate personnel.</p>
2 Implement and monitor procedures for identifying and assessing hazards	<p>2.1 Existing and potential <b>hazards</b> in the work area are identified and reported.</p> <p>2.2 Identified hazards work are assessed in relation to relative risk.</p> <p>2.3 Appropriate action is initiated to minimize and <b>controlling OHS risks/</b> hazards.</p>
3 Implement and monitor procedures for controlling risks	<p>3.1 Existing risk control measures are implemented, monitored and reviewed.</p> <p>3.2 Work procedures to control risks are implemented and adherence to them by the work group is monitored.</p> <p>3.3 Required improvements to existing risk control measures are identified, including required resources for implementation, and reported to <b>designated personnel</b>.</p> <p>3.4 Procedures are provided for monitoring and controlling risks for a hierarchy of control.</p>
4 Plan and supervise housekeeping arrangements	<p>4.1 Housekeeping tasks are identified and incorporated in enterprise work roles.</p> <p>4.2 Housekeeping equipment is maintained.</p>

	<p>4.3 Team members are allocated housekeeping tasks and supervised.</p> <p>4.4 Housekeeping procedures and practices are planned to conform with environmental and occupational health and safety requirements.</p>
5 Implement and monitor procedures for dealing with hazardous events	<p>5.1 Workplace procedures for dealing with hazardous events are implemented whenever necessary to ensure that prompt control action is taken.</p> <p>5.2 Hazardous events are investigated to identify causes.</p> <p>5.3 Control measures are implemented to prevent recurrence and minimize risks of hazardous events or issues and are referred to designated personnel for implementation.</p>

Variable	Range
Workplaces	may comprise large, medium or small worksites
Procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• evacuation</li> <li>• chemical containment</li> <li>• first aid</li> <li>• Accident/safety incident reporting and investigation.</li> </ul>
Information/documentation	<p>may include:</p> <ul style="list-style-type: none"> <li>• OHS regulations, responsibilities and obligations</li> <li>• workplace OHS procedures and policies</li> <li>• codes of practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>• material safety data sheets</li> <li>• policies and procedures for entry and work in confined spaces</li> <li>• manufacturer's instructions concerning the use and servicing of equipment</li> <li>• supplier and/or client instructions</li> <li>• emergency procedures</li> <li>• regulations and policies concerning noise, smoking, work station ergonomics and other critical OHS issues</li> <li>• goods identification numbers and codes</li> <li>• documents, bar codes, goods and container identification</li> <li>• relevant legislation, regulations and related documentation</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• standards and certification requirements</li> <li>• quality assurance procedures</li> </ul>
Work	<p>may be conducted:</p> <ul style="list-style-type: none"> <li>• in a range of work environments</li> <li>• by day or night</li> <li>• restricted spaces</li> </ul>

	<ul style="list-style-type: none"> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>
Hazards	<p>may include:</p> <ul style="list-style-type: none"> <li>• chemicals and other harmful substances</li> <li>• movements of equipment, goods, vehicles</li> <li>• toxic substances</li> <li>• damaged packing material and containers</li> <li>• broken and damaged equipment</li> <li>• inflammable materials and fire hazards</li> <li>• lifting practices</li> <li>• waste management and disposal</li> <li>• extremes in weather conditions</li> <li>• lighting levels</li> <li>• floor surfaces</li> <li>• water hazards</li> <li>• traffic flows, vehicle and equipment operation</li> <li>• dangerous storage areas</li> <li>• violent incidents such as armed robberies</li> </ul>
Controlling OHS risks	<p>may include:</p> <ul style="list-style-type: none"> <li>• measures to remove the cause of a risk at its source</li> <li>• consultation with workers and their representatives</li> <li>• application of the hierarchy of control, namely: <ul style="list-style-type: none"> <li>• elimination of the risk</li> <li>• engineering controls</li> <li>• administrative controls</li> <li>• personal protective equipment</li> </ul> </li> </ul>
Designated personnel	<p>may include:</p> <ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• supervisors</li> <li>• team leaders</li> <li>• management</li> <li>• occupational health and safety personnel</li> <li>• other persons authorised or nominated by the organisation</li> </ul>
Customers	may be internal or external
Responsibilities in the implementation/ monitoring of OHS	<p>may include:</p> <ul style="list-style-type: none"> <li>• provision of OHS information to staff</li> <li>• consultation and participation in meetings on OHS matters</li> <li>• emergency procedures and response</li> <li>• housekeeping</li> <li>• identifying and minimising workplace hazards</li> <li>• assessing and controlling OHS risks</li> <li>• OHS training and assessment</li> <li>• use of personal protective equipment</li> <li>• keeping of OHS records</li> <li>• reporting of OHS issues and incidents</li> <li>• resolution of OHS issues</li> </ul>

	<ul style="list-style-type: none"> <li>• checking work area and/or equipment before and during work</li> <li>• participation in OHS audits and workplace inspections</li> </ul>
OHS training	<p>may include:</p> <ul style="list-style-type: none"> <li>• induction training</li> <li>• specific hazard training</li> <li>• specific task or equipment training</li> <li>• emergency and evacuation training</li> <li>• training as part of broader programs, for example equipment operation</li> </ul>
OHS records	<p>may include:</p> <ul style="list-style-type: none"> <li>• OHS audits and inspection reports</li> <li>• health surveillance and workplace environmental monitoring records</li> <li>• records of instruction and training</li> <li>• manufacturers and suppliers information, including material safety data sheets and dangerous goods storage lists</li> <li>• hazardous substances registers</li> <li>• maintenance and testing reports</li> <li>• workers compensation and rehabilitation records</li> <li>• First aid/medical post records.</li> </ul>
Personnel in the work area	<p>may include:</p> <ul style="list-style-type: none"> <li>• workplace personnel and management</li> <li>• site visitors</li> <li>• OHS specialists</li> <li>• union representatives</li> <li>• contractors and official OHS representatives</li> </ul>
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses, two-way radios and high visibility clothing</li> </ul>
Participative arrangements	<p>may include:</p> <ul style="list-style-type: none"> <li>• formal and informal meetings which deal with OHS issues</li> <li>• workplace OHS committees</li> <li>• other committees, for example, consultative, planning and purchasing</li> <li>• OHS representatives</li> <li>• suggestions, requests, reports and concerns put forward by staff</li> </ul>
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational and established procedures</li> </ul>
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• Relevant state/territory OHS legislation and safety codes, including manual handling, noise, confined spaces, smoking, workplace ergonomics, etc.</li> </ul>



	<ul style="list-style-type: none"> <li>• general duty of care under OHS legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation and dangerous goods regulations</li> </ul>
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<b>Evidence Guide</b>	
Critical aspects of competence	<p>Must demonstrate knowledge and skills competency to:</p> <ul style="list-style-type: none"> <li>• Risks when using manually-operated equipment to shift loads and related precautions to control the risk</li> <li>• Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents</li> <li>• Location and use of safety alarms, documents, emergency shut-off systems, emergency communication systems</li> <li>• Signs and signals used for OHS warnings</li> <li>• Complete documentation related to the implementation and monitoring of compliance with OHS procedure and policies</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant OHS procedures and guidelines</li> <li>• Risks when using manually-operated equipment to shift loads and related precautions to control the risk</li> <li>• Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents</li> <li>• Location and use of safety alarms, documents, emergency shut-off systems, emergency communication systems</li> <li>• Signs and signals used for OHS warnings</li> <li>• Terms used in material safety data sheets</li> <li>• HAZCHEM symbols and implications for safe work and storage</li> <li>• Procedures for the storage and use of hazardous substances</li> <li>• Procedures for the storage and use of flammable materials</li> <li>• Manual and mechanically assisted lifting and load shifting procedures</li> <li>• Transport requirements for goods within workplace</li> <li>• Emergency and evacuation procedures</li> <li>• Housekeeping standards and procedures required in the workplace</li> <li>• Site layout and obstacles</li> </ul>
Underpinning Skills	<p>Demonstrates skill to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when implementing and monitoring compliance with OHS procedure and policies</li> <li>• Read and interpret instructions, procedures, information and signs relevant to the implementation and monitoring of compliance with OHS procedure and policies</li> <li>• Identify containers and goods coding, and IMDG markings and, where applicable, emergency information panels</li> </ul>

	<ul style="list-style-type: none"> <li>• Interpret and follow operational instructions and prioritise work</li> <li>• Complete documentation related to the implementation and monitoring of compliance with OHS procedure and policies</li> <li>• Operate electronic communication equipment to required protocol</li> <li>• Estimate the size, shape and special requirements of loads</li> <li>• Work collaboratively with others when implementing and monitoring compliance with OHS procedure and policies</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when implementing and monitoring compliance with OHS procedure and policies in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unanticipated situations that may occur when implementing and monitoring compliance with OHS procedure and policies</li> <li>• Ensure that precautions and required action are taken to minimise, control or eliminate hazards that may exist during work activities</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Apply fatigue management knowledge and techniques</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> <li>• Monitor performance of equipment</li> <li>• Service equipment in terms of maintenance schedule and standard operating procedures</li> <li>• Check and replenish fluids and carry out lubrication processes in the course of work activities</li> </ul>
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 accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Process Receipt and Delivery of Containers and Cargo
Unit Code	<a href="#">EIS CTO3 04 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to process the receipt and delivery of containers and cargo in accordance with workplace requirements including checking the stacking/discharge list at commencement of a shift, assessing and planning container/cargo consolidation, allocating stack positions, identifying and checking containers/cargo, and checking and completing required documentation.

Elements	Performance Criteria
1. Check stacking /discharge list at commencement of shift	<p>1.1 Yard or terminal stacking/discharge lists are checked against container/<b>cargo</b> documentation and operational order of <b>work</b>, taking into account both ship and shore operations.</p> <p>1.2 Stacking discharge lists are continually updated to reflect the correct location of containers and cargo.</p> <p>1.3 Existing and potential <b>hazards</b> in the work area are identified and reported.</p>
2. Assess and plan container/cargo consolidation	<p>2.1 Yard or terminal plans are assessed and where appropriate consolidation of container/cargo within the yard or terminal is planned.</p> <p>2.2 Consolidation plans are prepared to ensure efficiency of operations and efficient use of available yard/terminal space.</p> <p>2.3 Final yard/terminal positions are obtained from consolidation plans and recorded.</p>
3. Allocate stack positions	<p>3.1 Stack positions are allocated based on the nature of the container/cargo concerned and the requirements of yard/terminal operations.</p> <p>3.2 Stacking plan <b>information</b> is communicated to the relevant <b>personnel</b> in accordance with workplace procedures.</p> <p>3.3 <b>Customer</b> needs are researched and the outcomes analyzed and interpreted to establish business options and opportunities.</p>
4. Identify and check containers/cargo	<p>4.1 Containers/cargo are/is identified and checked at the point of entry to the yard and prior to stacking.</p> <p>4.2 Agreement between numbers and marks on container/cargo and shipping documentation is confirmed.</p> <p>4.3 Cargo/containers are inspected and appropriate action is taken to report identified damage or defects in accordance with <b>workplace procedures</b>.</p>

	4.4 Stacking plans are followed and efficient movement is facilitated within the yard.
5. Check and complete documentation	5.1 Documentation is checked prior to performing completion procedures ensuring compliance with <b>workplace</b> procedures and regulatory requirements.

Variables	Range
Cargo	may include goods with specialist requirements, including temperature controlled goods and dangerous goods
Work	may be conducted in: <ul style="list-style-type: none"> <li>• in a range of work environments</li> <li>• limited or restricted spaces</li> <li>• exposed condition and controlled or open environments</li> </ul>
Hazards	may include exposure to: <ul style="list-style-type: none"> <li>• chemicals</li> <li>• dangerous or hazardous substances</li> <li>• movements of equipment, goods, materials and vehicular traffic</li> </ul>
Information/ documentation	May include: <ul style="list-style-type: none"> <li>• goods identification numbers and codes</li> <li>• documents, bar codes, and container identification/serial number</li> <li>• Ethiopian and international codes of practice and regulations relevant to the processing of the receipt and delivery of containers and cargo</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• manufacturers specifications for equipment</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• quality assurance procedure emergency procedures</li> </ul>
Personnel	may include: <ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• site visitors</li> <li>• contractors and official representatives</li> </ul>
Customers	may be internal or external
Workplace procedures	may include: <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• organisational</li> <li>• established procedures</li> </ul>
Workplaces	<p>may comprise:</p> <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• protective and high visibility clothing</li> </ul>
Communication	<p>may through:</p> <ul style="list-style-type: none"> <li>• phone</li> <li>• fax</li> <li>• email</li> <li>• electronic data transfer (EDI)</li> <li>• radio</li> <li>• oral, aural or signed communications</li> </ul>
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant codes and regulations for the receipt and delivery of containers and cargo</li> <li>• Dangerous Goods Code</li> <li>• IMO Dangerous Goods regulations</li> <li>• relevant OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>

<b>Evidence Guide</b>	
Critical aspects of competence	<p>Must demonstrate knowledge and skills competency to</p> <ul style="list-style-type: none"> <li>• Workplace procedures and policies for the processing of the receipt and delivery of containers and cargo</li> <li>• Problems that may occur when processing the receipt and delivery of containers and cargo, and appropriate action that can be taken to resolve the problems</li> <li>• Site layout, stacking plans and available stacking space</li> <li>• Identify cargo, container and goods, coding, IMDG markings and where applicable emergency information panels</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Ethiopian and international standards, codes and regulations relevant to the processing of the receipt and delivery of containers and cargo including the Ethiopian and International Dangerous Goods Codes</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the processing of the receipt and delivery of containers and cargo</li> </ul>

	<ul style="list-style-type: none"> <li>• Focus of operation of work systems, equipment, management and site operating systems for the receipt and delivery of containers and cargo</li> <li>• Problems that may occur when processing the receipt and delivery of containers and cargo, and appropriate action that can be taken to resolve the problems</li> <li>• Relevant handling and safety codes</li> <li>• Site layout, stacking plans and available stacking space</li> <li>• The marking and numbering systems for cargo</li> <li>• Relevant bond, quarantine or other legislative requirements</li> </ul>		
Underpinning Skills	<p>Demonstrates skill to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when processing the receipt and delivery of containers and cargo</li> <li>• Read and interpret instructions, procedures and labels relevant to the processing of the receipt and delivery of containers and cargo</li> <li>• Identify cargo, container and goods, coding, IMDG markings and where applicable emergency information panels</li> <li>• Receive, acknowledge and send messages with appropriate communications equipment</li> <li>• Work collaboratively with others</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Promptly report and/or rectify any identified problems when processing the receipt and delivery of containers and cargo in accordance with regulatory requirements and workplace procedures</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Identify, select and use relevant equipment, processes and procedures when processing the receipt and delivery of containers and cargo</li> <li>• Use the lashing and protection equipment</li> <li>• Estimate the size, shape and special requirements of loads</li> <li>• Apply effective eye-hand coordination</li> </ul>		
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 accessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>		
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.		
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Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Monitor Transfer of Cargo
Unit Code	<a href="#">EIS CTO3 05 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to transfer cargo in accordance with workplace requirements including preparing for the transfer of the load, safely transferring the cargo using appropriate lifting equipment, finalising the transfer, and completing all required documentation.

Elements	Performance Criteria
1. Prepare for load transfer	<p>1.1 Load characteristics are identified to determine any special handling or <b>equipment</b> requirements.</p> <p>1.2 Location of load is determined in yard and following transfer method.</p> <p>1.3 Pathway for load transfer is established consistent with <b>workplace procedures</b> noting obstacles and any particular safety precautions.</p> <p>1.4 <b>Hazard in the work area</b> is prepared in accordance with the national standards, safety codes, and site operating procedures.</p> <p>1.5 <b>Personal protective equipment</b> and other safety equipment are assembled.</p> <p>1.6 The Safe Working Load (SWL) or Working Load Limit (WLL) is calculated using formulae for the particular type of lifting equipment.</p> <p>1.7 Lifting equipment is checked to determine safe working order for the transfer.</p> <p>1.8 Unsafe equipment is reported to appropriate <b>personnel</b>.</p>
2. Transfer cargo	<p>2.1 <b>Cargo</b> is steadied and secured using appropriate devices.</p> <p>2.2 Load is lifted and shifted safely following national standards, safety codes and site operating procedures.</p> <p>2.3 Load is transferred and set down ensuring no injury to personnel or damage to machinery or cargo.</p>
3. Complete transfer	<p>3.1 Securing arrangements are released from load ensuring no injury to personnel or damage to machinery or cargo.</p> <p>3.2 Relevant <b>information</b> and documenters are completed including reporting of damaged cargo in accordance with <b>workplace</b> reporting requirements.</p> <p>3.3 Equipment is returned to store and <b>work</b> area returned to normal working condition.</p>

Variable	Range
Equipment	may include: <ul style="list-style-type: none"> <li>• appropriate load shifting equipment normally in use at a terminal or wharf</li> </ul>
Workplace procedures	may include: <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> </ul>
Hazards in the work area	may include exposure to: <ul style="list-style-type: none"> <li>• chemicals</li> <li>• dangerous or hazardous substances</li> <li>• movements of equipment, goods, materials and vehicular traffic</li> </ul>
Personal protective equipment	may include: <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• protective clothing</li> <li>• high visibility clothing</li> </ul>
Personnel	may include: <ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• contractors</li> <li>• official representatives</li> </ul>
Cargo	may include: <ul style="list-style-type: none"> <li>• goods with special requirements, including temperature controlled goods and dangerous goods</li> </ul>
Information/documentation	may include: <ul style="list-style-type: none"> <li>• goods identification numbers and codes</li> <li>• documents, bar codes, and container identification/serial number</li> <li>• Ethiopian and international codes of practice and regulations relevant to the transfer of cargo</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• manufacturers specifications for equipment</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant Ethiopian standards and certification requirements</li> </ul>



	<ul style="list-style-type: none"> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Workplaces	may comprise: <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>
Work	may be conducted in: <ul style="list-style-type: none"> <li>• limited or restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>
Communication	may through <ul style="list-style-type: none"> <li>• phone</li> <li>• fax</li> <li>• email</li> <li>• electronic data transfer (EDI)</li> <li>• RF systems</li> <li>• radio</li> <li>• oral, aural or signed communications</li> </ul>
Applicable regulations and legislation	may include: <ul style="list-style-type: none"> <li>• relevant codes and regulations for the transfer of cargo</li> <li>• 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"> <li>• Ethiopian and International Dangerous Goods Codes</li> <li>• Ethiopian Marine Orders and the International Maritime Dangerous Goods Code</li> <li>• IMO Dangerous Goods by Air regulations</li> <li>• Ethiopian and International Explosives Codes</li> </ul> </li> <li>• licence, patent or copyright arrangements</li> <li>• relevant state/territory OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>

### Evidence Guide

Critical aspects of competence	Must demonstrate knowledge and skills competence to: <ul style="list-style-type: none"> <li>• Apply workplace procedures and policies for the transfer of cargo and freight</li> <li>• Focus on operation of work systems, equipment, management and site operating systems for the transfer of cargo</li> <li>• Identify marking and numbering systems for cargo</li> <li>• Implement contingency plans for unplanned events that may occur when transferring cargo and freight</li> <li>• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities</li> <li>• Monitor performance of load transfer equipment</li> </ul>
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<p>Underpinning Knowledge and Attitudes</p>	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Ethiopian and international codes and regulations relevant to the transfer of cargo/freight including the Ethiopian and International Dangerous Goods Codes</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the transfer of cargo</li> <li>• Focus of operation of work systems, equipment, management and site operating systems for the transfer of cargo and freight</li> <li>• Problems that may occur when transferring cargo/freight and appropriate action that can be taken to resolve the problems</li> <li>• Relevant handling and safety codes</li> <li>• Types of equipment used to transfer loads in terminals/wharves, their applications and procedures and precautions for their use</li> <li>• Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of load shifting equipment</li> <li>• The marking and numbering systems for cargo</li> <li>• Relevant bond, quarantine or other legislative requirements</li> </ul>		
<p>Underpinning Skills</p>	<p>Demonstrates skill to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when transferring cargo and freight</li> <li>• Read and interpret instructions, procedures, information and signs relevant to the transfer of cargo and freight</li> <li>• Interpret and follow operational instructions and prioritise work when transferring cargo and freight</li> <li>• Complete documentation related to work activities when transferring cargo and freight</li> <li>• Receive, acknowledge and send messages with communications equipment whilst operating load transfer equipment</li> <li>• Work collaboratively with others when transferring cargo and freight</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Promptly report and/or rectify any identified problems, faults or malfunctions when transferring cargo and freight in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unplanned events that may occur when transferring cargo and freight</li> <li>• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Apply fatigue management knowledge and techniques</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> <li>• Monitor performance of load transfer equipment</li> <li>• Conduct checks on equipment used when transferring cargo and freight in terms of service schedule and standard operating procedures</li> <li>• Identify, select and use relevant equipment, processes and procedures when transferring cargo and freight</li> </ul> <p>Estimate the size, shape and special requirements of loads</p>
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 accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Plan Job and Set Up Work Areas
Unit Code	<a href="#">EIS CTO3 06 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to plan a lifting job and set up work areas prior to the positioning and setting up of a crane, including obtaining and confirming job instructions and work specifications, coordinating the loading of gear and equipment, assessing job requirements work areas, designing the job plan and setting up the work area.

Elements	Performance Criteria			
1. Obtain and confirm job instructions/work specifications	<p>1.1 Job instructions are obtained and checked to ensure specifications include all necessary information.</p> <p>1.2 Lift plan and other work specifications are interpreted and clarification is sought if necessary.</p>			
2. Coordinate loading of gear and equipment	<p>2.1 Specific gear necessary for job is identified and obtained.</p> <p>2.2 Equipment is properly packed and secured according to company procedures.</p>			
3. Assess job requirements and work area	<p>3.1 Adequate site access and outlet are identified.</p> <p>3.2 Potential <b>hazards</b> are identified and appropriate <b>Hazard management</b> processes are selected.</p> <p>3.3 Weight and dimensions of load are estimated or confirmed in consultation with <b>customer</b> and relevant personnel to ensure job is within limits of crane capacity.</p> <p>3.4 Site information is interpreted and requirements confirmed with site supervisor.</p> <p>3.5 Area is assessed to ensure there is sufficient space to establish crane and conduct lift.</p> <p>3.6 Need to move crane is assessed and, where applicable, route to be travelled is planned to ensure crane traverses firm surfaces and slopes are avoided where possible.</p> <p>3.7 Any concerns about the safety or feasibility of the lift are discussed with the customer and if not resolved, reported to supervisor.</p> <p>3.8 Payment arrangements are confirmed with customer where required.</p> <p>3.9 Customer requirements are anticipated and suggestions made which will maximize safety and efficiency and minimize inconvenience.</p>			
4. Design job plan	<p>4.1 The job plan is developed to include hazard prevention/control measures and safety procedures in line with applicable <b>workplace procedure</b> Standards, codes of practice and equipment manufacturers.</p>			
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	<p>4.2 Cranes load chart is consulted and information on permissible loads, radii, weights, boom and jib configurations taken into account in planning the job.</p> <p>4.3 The job plan takes into account job requirements and customer priorities, and workplace rules and procedures.</p> <p>4.4 Job plan is discussed and confirmed with relevant personnel.</p> <p>4.5 Job plan details are documented as required.</p>
5. Set up work area	<p>5.1 Site personnel and public are advised of any danger and site/work area is isolated as necessary in line with <b>applicable regulatory and legislation</b> customer requirements.</p> <p>5.2 Site safety procedures are followed.</p> <p>5.3 Required <b>personal protective</b> equipment is identified and fitted in accordance with manufacturers' guidelines and customer requirements.</p> <p>5.4 Ancillary equipment is assembled and erected where appropriate.</p> <p>5.5 Load destination and travel route are prepared where applicable to accept load.</p>

Variable	Range
Hazards	<p>may include:</p> <ul style="list-style-type: none"> <li>• power lines</li> <li>• noise, light, energy sources</li> <li>• surrounding buildings, structures, facilities</li> <li>• uneven or unstable ground and recently filled trenches</li> <li>• stationary and moving machinery and equipment</li> <li>• hazardous or dangerous materials</li> </ul>
Hazard management	May include consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
Customers	may be internal or external
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> </ul>
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant regulations and licence/permit requirements pertaining to cranes</li> <li>• relevant OHS legislation</li> <li>• relevant environmental protection legislation</li> </ul>

Personal protective	<p>may include:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• sunscreen, sunglasses and safety glasses</li> <li>• two-way radios</li> <li>• high visibility clothing</li> </ul>
Environment	<p>may include:</p> <ul style="list-style-type: none"> <li>• The place where movement of equipment, goods, materials and vehicular traffic</li> </ul>
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> <li>• day or night</li> </ul> <p>in a variety of weather conditions</p>
Requirements for access and/or lift	<p>may include:</p> <ul style="list-style-type: none"> <li>• site restrictions and procedures</li> <li>• authorities and permits</li> <li>• hours of operation</li> <li>• slings, chains, nets, brackets and other specialised lifting equipment</li> <li>• noise restrictions</li> <li>• personal protective equipment</li> <li>• support trucks</li> <li>• additional gear and equipment</li> <li>• communications equipment</li> </ul>
Documentation/records	<p>may include:</p> <ul style="list-style-type: none"> <li>• site plans</li> <li>• Safe Working Load (SWL) and Working Load Limit (WLL)</li> <li>• operations manuals including load charts and crane and rigging manuals</li> <li>• induction documentation</li> <li>• competency standards and training materials</li> <li>• job specifications and procedures</li> <li>• manufacturers specifications</li> <li>• workplace operating procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• communications technology equipment, oral, aural or signed communications</li> <li>• personal and work area work procedures and practices</li> <li>• conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> <li>• workplace agreements and awards</li> <li>• occupational health safety procedures</li> <li>• standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul> </li> </ul>
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant regulations and licence/permit requirements pertaining to cranes</li> </ul>

	<ul style="list-style-type: none"> <li>• relevant OHS legislation</li> <li>• relevant environmental protection legislation</li> </ul>
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<b>Evidence Guide</b>	
Critical aspects of competence	<p>Must demonstrate the knowledge and skills competency to:</p> <ul style="list-style-type: none"> <li>• Crane applications, capacities, configurations, safety hazards and control mechanisms</li> <li>• Operational procedures for crane crews</li> <li>• Guidelines relating to the safe use of machinery and equipment</li> <li>• Read and interpret instructions, procedures, information and signs relevant to the planning of a lifting job and the setting up of the work area</li> <li>• Implement contingency plans for unexpected events</li> <li>• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant road rules, regulations, permit and licence requirements pertaining to crane operation</li> <li>• Relevant OHS and environmental procedures and regulations</li> <li>• crane applications, capacities, configurations, safety hazards and control mechanisms</li> <li>• Operational procedures for crane crews</li> <li>• Prioritising and multi-tasking work</li> <li>• Company work procedures for the planning of crane jobs and the setting up of work areas</li> <li>• Guidelines relating to the safe use of machinery and equipment</li> <li>• Focus of operation of work systems and equipment</li> <li>• Application of relevant agreements, codes of practice or other legislative requirements</li> <li>• Identification and correct use of equipment, processes and procedures</li> </ul>
Underpinning Skills	<p>Demonstrates skill to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when planning job and setting up work area</li> <li>• Read and interpret instructions, procedures, information and signs relevant to the planning of a lifting job and the setting up of the work area</li> <li>• Interpret and follow operational instructions and prioritise work</li> <li>• Complete documentation related to the planning of a lifting job and the setting up of the work area</li> <li>• Operate electronic communication equipment to required protocol</li> </ul>

	<ul style="list-style-type: none"> <li>• Work collaboratively with others when planning a lifting job and setting up the work area</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Promptly report and/or rectify any identified problems, faults or malfunctions when planning a lifting job and setting up the work area in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unexpected events</li> <li>• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul> <p>Monitor condition of equipment during setting up processes and take appropriate action</p>
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 accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.



Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Control Lift and Movement of Crane
Unit Code	<a href="#">EIS CTO3 07 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to direct the movement of a load when the load is out of the crane operator's view, including providing lift instructions to the crane operator using appropriate communication methods, monitoring the lift, and placing and securing load.

Elements	Performance Criteria
1. Provide lift instructions	<p>1.1 Load movement is performed in accordance with planned <b>hazard</b> prevention and control measures in line with appropriate standards, codes of practice, guides and manufacturers specifications.</p> <p>2.1 Agreed communication and signal methods are used to coordinate the load movement with safety.</p> <p>3.1 Verbal communication and signals are made clear, precise and concise so that they can be understood.</p> <p>4.1 Instructions are provided by taking into account all relevant parameters to ensure safe, stable and smooth lift.</p> <p>5.1 Potential hazards are identified and appropriate <b>Hazard management</b> processes are selected.</p>
2. Monitor lift	<p>2.1 Load is constantly monitored to ensure it remains stable.</p> <p>2.2 Load conditions which may affect the continuing stability are identified and monitored.</p> <p>2.3 Any temporary bracing and/or load support is maintained until continuing stability is ensured.</p> <p>2.4 Unplanned situations are responded to according to <b>workplace procedures</b> in a manner that minimizes risk to personnel and equipment.</p> <p>2.5 Site emergency procedures are followed.</p> <p>2.6 Weight and dimensions of load are estimated or confirmed in consultation with <b>customer</b> and relevant personnel to ensure job is within limits of crane capacity.</p> <p>2.7 Site information is interpreted and requirements confirmed with site supervisor.</p>
3. Place and secure load	<p>3.1 Appropriate materials are checked and selected for fixing and anchoring the load in line with manufacturers' specifications.</p> <p>3.2 Appropriate fixing methods are used to secure the load in line with manufacturers' specifications and guides.</p> <p>3.3 Temporary securing is installed where hazards and weather conditions may vary during the load movement.</p>

<b>Variables</b>	<b>Range</b>
Hazards	<p>may include:</p> <ul style="list-style-type: none"> <li>• power lines</li> <li>• noise, light, energy sources</li> <li>• surrounding buildings, structures, facilities</li> <li>• uneven or unstable ground and recently filled trenches</li> <li>• moving machinery and equipment</li> <li>• hazardous or dangerous materials</li> <li>• traffic hazards and congestion</li> </ul>
Hazard management	consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> <li>• site procedures</li> </ul>
Customers	may be internal or external
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• sunscreen, sunglasses and safety glasses</li> <li>• two-way radios</li> <li>• high visibility clothing</li> </ul>
Documentation/ records	<p>may include:</p> <ul style="list-style-type: none"> <li>• site plans</li> <li>• Safe Working Load (SWL) and Working Load Limit (WLL)</li> <li>• operations manuals induction documentation</li> <li>• competency standards and training materials</li> <li>• job specifications and procedures</li> <li>• manufacturers specifications</li> <li>• workplace operating procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• communications technology equipment, oral, aural or signed communications</li> <li>• personal and work area work procedures and practices</li> <li>• conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> <li>• workplace agreements and awards</li> <li>• occupational health and safety procedures</li> <li>• standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul> </li> </ul>

Applicable procedures and codes	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant regulations and licence/permit requirements pertaining to cranes</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• relevant road rules</li> <li>• relevant OHS legislation</li> <li>• relevant fatigue management regulations</li> <li>• relevant environmental protection legislation</li> </ul>
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<b>Evidence Guide</b>
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Critical aspects of competence	<p>Must demonstrate the knowledge and skills competency to:</p> <ul style="list-style-type: none"> <li>• crane applications, capacities, configurations, safety hazards and control mechanisms</li> <li>• Identify risks and hazards involved in crane operation and associated action that can be taken to eliminate or minimise the risk</li> <li>• Apply Workplace procedures concerning the controlling of the lift and movement of a crane</li> <li>• Complete documentation related to the lift and movement of a crane</li> <li>• Operate electronic communication equipment to required protocol</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant rules, regulations, permit and licence requirements pertaining to crane operation</li> <li>• Relevant OHS and environmental procedures and regulations</li> <li>• crane applications, capacities, configurations, safety hazards and control mechanisms</li> <li>• risks and hazards involved in crane operation and associated action that can be taken to eliminate or minimise the risk</li> <li>• workplace procedures concerning the controlling of the lift and movement of a crane</li> <li>• problems that may occur during a lift and associated action that can be taken to address the problems concerned</li> <li>• communication systems used during a lift</li> <li>• focus of operation of work systems and equipment</li> </ul>
Underpinning Skills	<p>Demonstrates skill to:</p> <ul style="list-style-type: none"> <li>• communicate effectively with others when directing and controlling the lift and movement of a crane</li> <li>• read and interpret instructions, procedures, information, technical data, manuals and signs relevant to the control of the lift and movement of a crane</li> <li>• complete documentation related to the lift and movement of a crane</li> <li>• operate electronic communication equipment to required protocol</li> </ul>

	<ul style="list-style-type: none"> <li>• work collaboratively with others during the control of the lift and movement of a crane</li> <li>• adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Promptly report and/or rectify any identified problems that may arise when directing and controlling the lift and movement of a crane in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unanticipated situations that may occur when directing and controlling the lift and movement of a crane</li> <li>• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the control of the lift and movement of a crane</li> <li>• Plan own work including predicting consequences and identifying improvements</li> <li>• Prioritise and multi-task work</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Apply fatigue management knowledge and techniques</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Identify and correctly use equipment, processes and procedures</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
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 accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Estimate/Calculate Load Shifting Requirements for Crane
Unit Code	<a href="#">EIS CTO3 08 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to estimate/calculate load shifting requirements including carrying out required calculations, preparing estimates of loads, and interpreting graphical representations of mathematical information.

Elements	Performance Criteria			
1. Identify mathematical information and tools used in the workplace	<p>1.1 Dimensions and/or weights to be measured are identified from work procedures and, where applicable, work order forms.</p> <p>1.2 Units of measurement for allowable load limits (SWL and WLL) for load shifting are identified from crane load chart.</p> <p>1.3 Information presented in mathematical symbols, diagrams and pictorial representations is recognized, interpreted and used to complete <b>workplace procedure</b>.</p> <p>1.4 Measuring equipment, features and/or scales and units of measurement are selected as appropriate for the task and process.</p>			
2. Estimate and calculate requirements for load shifting	<p>2.1 Appropriate methods are selected to perform <b>calculations</b> required to complete workplace proc tasks, including addition, subtraction, multiplication, division, fractions, decimals, percentages and mixed numbers.</p> <p>2.2 Quantities of materials and resources required to complete a <b>operations</b> are calculated.</p> <p>2.3 Load balance characteristics are identified.</p> <p>2.4 The time needed to complete a work activity is estimated.</p> <p>2.5 <b>Calculations and estimation</b> required for weight, reach, radii, and boom configurations are undertaken and checked for conformity with crane load chart information.</p> <p>2.6 Load spread is estimated/calculated to ensure safe weighting on pallets, trucks, platforms or other storage or transport systems.</p> <p>2.7 Measuring instruments are read to the limit of accuracy of the tool.</p> <p>2.8 Potential <b>hazards</b> are identified and appropriate Hazard management processes are selected.</p>			
3. Complete documentation using mathematical information	<p>3.1 Appropriate workplace <b>documentation</b> is completed using recognized symbols and mathematical terms for the work tasks.</p>			
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	<p>3.2 Numerical information is self-checked and corrected for accuracy.</p> <p>3.3 Weight and dimensions of load are estimated or confirmed in consultation with <b>customer</b> and relevant personnel to ensure job is within limits of crane capacity.</p>
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Variables	Range
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> <li>• site procedures</li> </ul>
Calculations	<p>may be undertaken with:</p> <ul style="list-style-type: none"> <li>• use of calculators, computers or other mathematical aids</li> </ul>
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> <li>• by day or night</li> <li>• in a variety of weather conditions</li> </ul>
Calculations and estimations	<p>may relate to :</p> <ul style="list-style-type: none"> <li>• Aspects of the lift as well as weights and dimensions of specific loads, cargo, containers to be shifted, stored or lifted. They may involve units of measurement for weight, number, mass, speed, volume and/or time</li> </ul>
Hazards	<p>may include:</p> <ul style="list-style-type: none"> <li>• power lines</li> <li>• noise, light, energy sources</li> <li>• surrounding buildings, structures, facilities</li> <li>• uneven or unstable ground and recently filled trenches</li> <li>• moving machinery and equipment</li> <li>• hazardous or dangerous materials</li> <li>• traffic hazards and congestion</li> </ul>
Documentation	<p>may include:</p> <ul style="list-style-type: none"> <li>• Safe Working Load (SWL) and Working Load Limit (WLL)</li> <li>• operations manuals including load charts and crane and rigging manuals</li> <li>• induction documentation</li> <li>• competency standards and training materials</li> <li>• job specifications and procedures</li> <li>• manufacturers specifications</li> <li>• workplace operating procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• communications technology equipment, oral, aural or signed communications</li> <li>• personal and work area work procedures and practices</li> <li>• conditions of service, legislation and industrial agreements including:</li> </ul>

	<ul style="list-style-type: none"> <li>➤ workplace agreements and awards</li> <li>➤ OHS procedures</li> <li>➤ standards and certification requirements</li> <li>➤ quality assurance procedures</li> <li>➤ emergency procedures</li> </ul>
Customers	may be internal or external
Environment	may include movement of: <ul style="list-style-type: none"> <li>• equipment</li> <li>• goods</li> <li>• materials</li> <li>• vehicular traffic</li> </ul>
Personal protective equipment	may include: <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• sunscreen, sunglasses and safety glasses</li> <li>• two-way radios</li> <li>• high visibility clothing</li> </ul>
Requirements for access and/or lift	may include: <ul style="list-style-type: none"> <li>• site restrictions and procedures</li> <li>• authorities and permits</li> <li>• hours of operation</li> <li>• induction</li> <li>• slings, chains, nets</li> <li>• noise restrictions</li> <li>• personal protective equipment</li> <li>• support trucks</li> <li>• additional gear and equipment</li> <li>• communications equipment</li> </ul>
Applicable procedures and codes	may include: <ul style="list-style-type: none"> <li>• relevant regulations and licence/permit requirements pertaining to cranes</li> <li>• relevant rules</li> <li>• relevant OHS legislation</li> <li>• relevant fatigue management regulations</li> <li>• relevant environmental protection legislation</li> </ul>

<b>Evidence Guide</b>	
Critical aspects of competence	Must demonstrate knowledge and skills competency to: <ul style="list-style-type: none"> <li>• Apply mathematical procedures including addition, subtraction, multiplication, division, percentages and fractions to the estimation of load shifting requirements</li> <li>• Estimate risks and hazards involved in crane operation and associated action that can be taken to eliminate or minimise the risk</li> <li>• Workplace procedures concerning the estimation/calculation of load shifting requirements for a crane</li> </ul>

	<ul style="list-style-type: none"> <li>• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities</li> <li>• Identify and correctly use equipment, processes and procedures</li> </ul>		
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant regulations, permit and licence requirements pertaining to crane operation</li> <li>• Relevant OHS and environmental procedures and regulations</li> <li>• crane applications, capacities, configurations, safety hazards and limitations</li> <li>• Risks and hazards involved in crane operation and associated action that can be taken to eliminate or minimise the risk</li> <li>• Workplace procedures concerning the estimation/calculation of load shifting requirements for a crane</li> <li>• Workplace procedures concerning the estimation/calculation of load shifting requirements for a crane</li> <li>• Problems that may occur during a lift and associated action that can be taken to address the problems concerned</li> <li>• Focus of operation of work systems and equipment</li> </ul> <p>Metric and, where required, imperial measurement systems</p>		
Underpinning Skills	<p>Demonstrates skill to:</p> <ul style="list-style-type: none"> <li>• communicate effectively with others when estimating and calculating load shifting requirements for a crane</li> <li>• read and interpret mathematical scales, digital readouts, specifications and customer or workplace instructions</li> <li>• interpret permit or licence requirements in terms of height, weight and type of lift</li> <li>• interpret and follow operational instructions and prioritise work</li> <li>• complete documentation related to estimating and calculating load shifting requirements for a crane</li> <li>• operate electronic communication equipment to required protocol</li> <li>• apply mathematical procedures including addition, subtraction, multiplication, division, percentages and fractions to the estimation of load shifting requirements</li> <li>• work collaboratively with others when estimating and calculating load shifting requirements for a crane</li> <li>• adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• promptly report and/or rectify any identified problems that may arise when estimating and calculating load shifting requirements for a crane in accordance with workplace procedures</li> <li>• apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities</li> </ul>		
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	<ul style="list-style-type: none"> <li>• plan own work including predicting consequences and identifying improvements</li> <li>• monitor work activities in terms of planned schedule</li> <li>• modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Identify and correctly use equipment, processes and procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
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 accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Coordinate Breakdowns and Emergencies
Unit Code	<a href="#">EIS CTO3 09 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to coordinate breakdowns and emergencies, including evaluating the breakdown/emergency situation, consulting with relevant personnel/emergency authorities, coordinating activities at the breakdown/emergency site, and completing all required reports and documentation.

Elements	Performance Criteria
1 Evaluate breakdown and/or emergency situation	<p>1.1 Causes and effects of <b>breakdown/emergency</b> situation are identified and clarified.</p> <p>1.2 <b>Coordination of breakdown/emergency</b> procedures are applied in accordance with workplace policies.</p> <p>1.3 Assistance is rendered to injured persons within the limitations of duty of care and workplace requirements.</p> <p>1.4 Load is identified and the nature of risks and hazards are established and communicated to the relevant authorities.</p> <p>1.5 Appropriate precautions and action are taken where the load is identified as including dangerous goods, explosives or hazardous substances in accordance with the relevant <b>codes, regulations and related procedures</b>.</p>
2 Consult with relevant persons and authorities	<p>2.1 Details of causes and effects of breakdown/emergency are reported in accordance with <b>workplace procedures</b>.</p> <p>2.2 Assistance and cooperation are provided to relevant authorities within legal and workplace limitations.</p> <p>2.3 <b>Information</b> about emergency is obtained and/or exchanged in accordance with legal and workplace requirements.</p>
3 Coordinate breakdown and/or emergency situation	<p>3.1 Suitable measures are taken to control, warn, stop or divert traffic at breakdown/emergency site.</p> <p>3.2 Personal security precautions are taken in accordance with workplace procedures.</p> <p>3.3 Assistance is requested to minimize the possibility of further damage to persons or property, in accordance with workplace policy and relevant rules and regulations.</p> <p>3.4 Appropriate measures are taken to control and protect the site of breakdown/emergency.</p> <p>3.5 Traffic at the site of a breakdown or emergency is controlled, if necessary, in accordance with regulatory requirements and workplace procedures.</p>

4 Complete documentation	4.1 All required documentation and reports on breakdown/emergency and <b>emergency equipment</b> are completed in accordance with workplace requirements.
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Variable	Range
Breakdowns and emergencies	may occur: <ul style="list-style-type: none"> <li>• at day or night</li> <li>• at workplace or work site</li> </ul> type: <ul style="list-style-type: none"> <li>• collision</li> <li>• spillage of fuel or dangerous load</li> <li>• tyre blow-outs</li> <li>• fire or explosion</li> <li>• engine failure</li> <li>• broken axle</li> <li>• load shifts</li> <li>• electrical failure,</li> </ul>
Coordination of breakdown/emergency	may include: <ul style="list-style-type: none"> <li>• identifying and following established breakdown/emergency procedures</li> <li>• evaluating the cause and effects of the breakdown/emergency</li> <li>• coordinating emergency procedures and rendering assistance and first aid if required</li> <li>• contacting and cooperating with relevant emergency authorities as required</li> <li>• controlling traffic at the site of a breakdown or emergency</li> <li>• taking appropriate action to secure the breakdown/emergency situation</li> <li>• obtaining and recording information about the incident</li> <li>• reporting on breakdown/emergency situation in accordance with regulatory and workplace requirements</li> </ul>
Procedures and codes	may include: <ul style="list-style-type: none"> <li>• relevant roads and traffic authority driving regulations and licence/permit requirements pertaining to class of vehicle involved</li> <li>• relevant road rules</li> <li>• relevant permit regulations and requirements</li> <li>• relevant OHS legislation</li> <li>• relevant state/territory environmental protection legislation</li> <li>• state/territory legislation covering the safe handling of infectious substances</li> </ul>
Workplace procedures	may include: <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> </ul>

Information /documentation	<p>may include:</p> <ul style="list-style-type: none"> <li>• workplace instructions and procedures concerning breakdowns and emergencies</li> <li>• licence and permit requirements as they relate to breakdowns/emergencies</li> <li>• state/territory road rules</li> <li>• vehicle manufacturers instructions, specifications and recommended procedures</li> <li>• goods/materials identification numbers and codes, including IMDG markings and HAZCHEM signs</li> <li>• documents, bar codes, goods and container identification</li> <li>• workplace procedures and policies for the handling of dangerous goods, explosives and radioactive and other hazardous substances</li> <li>• vehicle log book or record book (where required)</li> <li>• relevant standards and certification requirements</li> <li>• quality assurance procedures</li> </ul>
Emergency equipment	<p>may include:</p> <ul style="list-style-type: none"> <li>• first aid kit</li> <li>• fire extinguishers</li> <li>• warning signs and indicators</li> <li>• phone or radio</li> </ul>
Consultative processes	<p>may include:</p> <ul style="list-style-type: none"> <li>• workplace personnel and management</li> <li>• designated breakdown/emergency officers</li> <li>• Emergency services personnel including ambulance, police, fire services, etc.</li> <li>• union representatives</li> <li>• industrial relations and OHS specialists</li> <li>• other professional or technical staff</li> </ul>

<b>Evidence Guide</b>	
Critical Aspects of Competence	<p>Must demonstrate knowledge and skills competency to:</p> <ul style="list-style-type: none"> <li>• Identify Duty of care requirements in a breakdown and/or emergency situation</li> <li>• Identify Types of breakdowns and emergencies that can occur when driving a vehicle and appropriate action that can be taken in each case</li> <li>• Identify Types of emergency equipment, their purpose, and the procedures for their use</li> <li>• Read and interpret instructions, procedures, information and signs relevant to the coordination of a response to a breakdown or emergency</li> <li>• Implement contingency plans for unanticipated events that may occur when coordinating a response to a breakdown or emergency</li> </ul>

	<ul style="list-style-type: none"> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> </ul>		
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant road rules, regulations, permit and licence requirements of the relevant state/territory road traffic authority</li> <li>• Relevant OHS and environmental procedures and regulations</li> <li>• Duty of care requirements in a breakdown and/or emergency situation</li> <li>• Types of breakdowns and emergencies that can occur when driving a vehicle and appropriate action that can be taken in each case</li> <li>• Types of emergency equipment, their purpose, and the procedures for their use</li> <li>• Procedures to be followed in the event of a breakdown and/or emergency</li> <li>• Risks and hazards that can exist in breakdown/emergency situations and related precautions to control the risks</li> <li>• Characteristics of various dangerous goods/explosives/hazardous substances and their implications in breakdown/emergency situations</li> </ul>		
Underpinning Skills	<p>Demonstrates skill to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when coordinating a response to a breakdown or emergency</li> <li>• Read and interpret instructions, procedures, information and signs relevant to the coordination of a response to a breakdown or emergency</li> <li>• Identify containers and goods coding, IMDG markings and where applicable emergency information panels</li> <li>• Interpret and follow operational instructions and prioritise work</li> <li>• Complete documentation related to the coordination of a response to a breakdown or emergency</li> <li>• Operate electronic communication equipment to required protocol</li> <li>• Work collaboratively with others when coordinating a response to a breakdown or emergency</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Promptly report and/or rectify any identified problems that may arise when coordinating a response to a breakdown or emergency in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unanticipated events that may occur when coordinating a response to a breakdown or emergency</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Control traffic at the site of a breakdown or emergency</li> <li>• Identify and correctly use emergency equipment at the site of a breakdown or emergency</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
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 accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Complete Workplace Documents
Unit Code	<a href="#">EIS CTO3 10 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to collect, prepare, analyse and process and interpreting information, and completing documents and forms in accordance with workplace requirements and any applicable regulations/codes including planning and preparing a simple workplace document such as a letter or report, and gathering relevant information enabling the completion of a workplace form.

Elements	Performance Criteria
1 Collect and prepare information	<p>1.1 Purpose and audience for the document are identified.</p> <p>1.2 Appropriate document format is identified and document is established to meet <b>workplace</b> requirements.</p> <p>1.3 Relevant information is identified, selected, and collected for inclusion in the document.</p> <p>1.4 Active listening skills are demonstrated when collecting information.</p> <p>1.5 Questioning techniques are used to gain additional information and clarify understanding.</p>
2 Prepare workplace document	<p>2.1 A draft of the document is prepared in accordance with workplace procedures and conventions for sentence construction, grammar, spelling, style, punctuation and vocabulary that are appropriate for the reader(s).</p> <p>2.2 <b>Document</b> is edited and presented in a final version appropriate to the task.</p>
3 Interpret and analyse information	<p>3.1 Relevant <b>information</b> is interpreted, analysed and collated as required for inclusion in the document.</p> <p>3.2 Where required, a draft is prepared in accordance with organisational procedures.</p>
4 Complete workplace forms/ documents	<p>4.1 Work related form(s) is interpreted to identify information required for its completion.</p> <p>4.2 Required information for completion of form is gathered from relevant sources in accordance with <b>workplace procedures</b>.</p> <p>4.3 Form(s) /document are completed in accordance with workplace policy and procedures and any <b>applicable regulations</b> and codes.</p> <p>4.4 Document is edited and a final version appropriate to the required communication is presented.</p>

Variable	Range
Workplaces	may comprise: <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>
Documents and forms	may include: <ul style="list-style-type: none"> <li>• Routine written reports on workplace activities, incidents, meeting outcomes, etc. It may also include the gathering of relevant information and the subsequent completion of the various forms and records falling within the occupational responsibility of the person concerned</li> <li>• routine written reports on workplace activities, including:               <ul style="list-style-type: none"> <li>➢ incident or accident reports</li> <li>➢ safe working forms</li> </ul> </li> <li>• train control diagrams</li> <li>• train graphs</li> <li>• log books</li> <li>• train register books</li> <li>• train notices</li> </ul>
Information and documentation	may include: <ul style="list-style-type: none"> <li>• workplace procedures, checklists and instructions</li> <li>• workplace policies</li> <li>• legislation, regulations and related documentation</li> <li>• working timetables</li> <li>• goods identification numbers and codes</li> <li>• manifests, picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>• Relevant workplace codes of practice and regulations.</li> <li>• Regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• manufacturers specifications for equipment</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Workplace procedures	may include: <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> </ul>



Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• codes and regulations relevant to workplace documents/forms being prepared</li> <li>• regulations and codes of practice for the handling of dangerous goods and hazardous substances (where applicable)</li> <li>• export/import/quarantine/bond requirements</li> <li>• relevant OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>
Communication techniques	<p>may include:</p> <ul style="list-style-type: none"> <li>• active listening</li> <li>• questioning to obtain information and clarify information and understanding, including: <ul style="list-style-type: none"> <li>➢ open and closed questions</li> <li>➢ direct and indirect questions</li> <li>➢ probing questions</li> </ul> </li> </ul>
Communication problems	<p>may include:</p> <ul style="list-style-type: none"> <li>• misunderstanding</li> <li>• misinterpretation</li> <li>• noisy environments or communication channels</li> <li>• illegible writing or print</li> <li>• use of non-standard vocabulary (jargon, acronyms, etc.)</li> <li>• incorrect assumption that message has been received and/or correctly understood</li> <li>• outdated information sources</li> <li>• language barriers</li> </ul>
Personnel communicated	<p>may include:</p> <ul style="list-style-type: none"> <li>• track/train drivers</li> <li>• train crews</li> <li>• track/train controllers</li> <li>• signallers</li> <li>• other workplace personnel and rail safety workers</li> <li>• station/customer service staff</li> <li>• passengers</li> <li>• customers</li> <li>• security personnel</li> <li>• police and other emergency services personnel</li> <li>• other professional or technical staff</li> <li>• local government authorities</li> </ul>

<b>Evidence Guide</b>			
Critical aspects of competence	<p>must demonstrate knowledge and skills competency to:</p> <ul style="list-style-type: none"> <li>• Identify Problems that may occur when preparing and completing workplace documents and forms and appropriate action that can be taken to resolve the problems</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Use Format and layout of various documents and forms in workplace activities.</li> <li>• Use Conventions for sentence construction, grammar, spelling, style and punctuation</li> <li>• Read and interpret instructions, procedures, information and labels relevant to the preparation and completion of workplace documents and forms</li> </ul>		
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• codes and regulations relevant to the documents and/or forms being prepared</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the completion of documents/forms</li> <li>• Problems that may occur when preparing and completing workplace documents and forms and appropriate action that can be taken to resolve the problems</li> <li>• Equipment and materials required for the completion of documents and forms and instructions and precautions for their use</li> <li>• Conventions for sentence construction, grammar, spelling, style and punctuation</li> <li>• Format and layout of various documents and forms used in workplace activities</li> <li>• Communication techniques, including active listening and effective questioning</li> <li>• Organisational procedures and policies for the completion of documents and forms</li> <li>• Issues that may occur when preparing and completing workplace documents, and action that can be taken to resolve them</li> <li>• Format and layout of documents and forms used in workplace activities</li> <li>• Methods used to analyse and interpret information to be included in workplace documents and forms</li> </ul>		
Underpinning Skills	<p>Demonstrates skill to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when preparing and completing workplace documents and forms</li> <li>• Read and interpret instructions, procedures, information and labels relevant to the preparation and completion of workplace documents and forms</li> <li>• Interpret and follow operational instructions and prioritise work</li> <li>• Complete documentation related to work activities</li> <li>• Work collaboratively with others when preparing and completing workplace documents and forms</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Promptly report and/or rectify any identified problems that may arise when preparing and completing workplace documents and forms in accordance with applicable regulatory requirements and workplace procedures</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Apply fatigue management knowledge and techniques</li> <li>• Work systematically with required attention to detail</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Literacy and numeracy levels appropriate to the documents to be completed</li> <li>• Report and rectify within limits of own role identified problems when preparing and completing workplace documents</li> <li>• Work systematically with required attention to detail</li> <li>• Apply methods of analysis and interpretation for workplace documents</li> <li>• Use appropriate numeric functions when interpreting and analysing information</li> </ul>
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 accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Apply and Monitor Workplace Security Procedures
Unit Code	<a href="#">EIS CTO3 11 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to apply and monitor security procedures in workplaces in the warehousing, stevedoring, allied industries in accordance with workplace and regulatory requirements. This includes checking and monitoring personnel and goods entering the worksite, carrying out surveillance of work areas, dealing with security incidents and emergencies, and completing required reports and surveillance documentation.

Elements	Performance Criteria
1 Check and monitor personnel and goods entering the existing worksite	<p>1.1 The entry and/or exit of personnel and vehicles are checked in accordance with <b>workplace</b> operational procedures and statutory authority regulations to prevent improper entry or unlawful removal of goods and cargo.</p> <p>1.2 Potential breaches of security which may cause goods to be at risk or <b>hazard</b> are observed and reported promptly to designated personnel in accordance with <b>workplace procedures</b>.</p>
2 Carry out surveillance of work areas	<p>2.1 <b>Surveillance</b> of <b>work</b> areas is in accordance with workplace procedures and regulatory requirements.</p> <p>2.2 Breaches of security are identified and action is initiated and/or the incident reported in accordance with workplace <b>security procedures</b> and regulatory requirements.</p>
3 Deal and write reports on security incidents emergencies	<p>3.1 Security incidents/emergencies are dealt with in accordance with regulations and site operational procedures.</p> <p>3.2 Appropriate police/security/emergency services are contacted, if required, in accordance with workplace <b>procedures</b>.</p> <p>3.3 Written reports of incidents/emergencies <b>communicate</b> intended message in accordance with workplace requirements.</p> <p>3.4 Surveillance <b>documentation</b> and reports are completed and files dispatched in accordance with workplace procedures and <b>regulatory</b> requirements.</p>

Variable	Range
Workplaces	may comprise large, medium or small worksites
Hazards	may include: <ul style="list-style-type: none"> <li>vehicular traffic and pedestrians</li> </ul>

	<ul style="list-style-type: none"> <li>• dust and vapours</li> <li>• chemicals and hazardous or other dangerous materials</li> <li>• humidity, air temperature</li> <li>• lighting conditions</li> <li>• movements of equipment, goods, and materials</li> <li>• noise</li> </ul>
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> </ul>
Surveillance areas	<p>may include:</p> <ul style="list-style-type: none"> <li>• buildings, gates and perimeter fence</li> <li>• personnel and property are authorised to be in a secured area</li> <li>• customers, visitors and contractors are safe</li> <li>• monies, premises and equipment are secure</li> </ul>
Work	<p>may be conducted:</p> <ul style="list-style-type: none"> <li>• in a range of work environments</li> <li>• by day or night</li> <li>• limited or restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>
Security procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• identification codes/marks/numbers identified and recorded</li> <li>• goods to be secured are tallied</li> <li>• storage location matches product characteristics including fire risks, weather damage or requirements workplace</li> <li>• reporting of shortages and damage</li> </ul>
Procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• carrier and vehicle registration</li> <li>• cargo including marks/numbers/identification codes</li> <li>• cargo documentation</li> <li>• number of pallets</li> <li>• gate pass and time of exit</li> </ul>
Communication	<p>may include:</p> <ul style="list-style-type: none"> <li>• phone</li> <li>• fax</li> <li>• email</li> <li>• electronic data transfer (EDI)</li> <li>• radio</li> <li>• oral, aural or signed communications</li> </ul>
Information/ documentation	<p>may include:</p> <ul style="list-style-type: none"> <li>• workplace policies, operating procedures and practices</li> <li>• goods identification numbers and codes</li> </ul>

	<ul style="list-style-type: none"> <li>• work place documents, consignment notes, bar codes, and container identification/serial number</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• quality assurance procedures</li> <li>• induction documentation</li> <li>• competency standards and training materials</li> <li>• job specifications and procedures</li> <li>• award, enterprise bargaining agreement or other industrial arrangements</li> <li>• codes of practice, including national standards for manual handling and the industry safety code</li> <li>• supplier and or/client instructions'</li> <li>• safety observation feedback program</li> <li>• emergency procedures</li> <li>• customs clearance</li> <li>• gate pass</li> </ul>
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant codes and regulations for the transfer of cargo/freight/mail</li> <li>• relevant regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>• relevant OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul> </li> </ul>
Customers	<p>may be:</p> <ul style="list-style-type: none"> <li>• internal or external</li> </ul>
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• protective clothing</li> <li>• high visibility clothing</li> </ul>

Evidence Guide			
Critical aspects of competence	<p>Must demonstrate knowledge and skills competency to:</p> <ul style="list-style-type: none"> <li>• Identify Security problems that may occur when transferring cargo and appropriate action that can be taken to resolve or avoid the problems</li> <li>• Implement Workplace security procedures and policies when transferring cargo.</li> <li>• Promptly report and/or rectify any identified problems that may arise when applying and monitoring security procedures for cargo in accordance with regulatory requirements and workplace procedures</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Identify, select and use relevant equipment, processes and procedures when maintaining security during the transfer of cargo.</li> <li>• Implement contingency plans for unanticipated situations that may arise when applying and monitoring security procedures for cargo.</li> </ul>		
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant codes and regulations relevant to the security arrangements during the transfer of cargo.</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace security procedures and policies when transferring cargo.</li> <li>• Focus of operation of work systems, equipment, and management and site operating systems for the secure transfer of cargo.</li> <li>• Security problems that may occur when transferring cargo, freight and mail and appropriate action that can be taken to resolve or avoid the problems</li> <li>• Site layout and operating procedures</li> <li>• Types of hazardous cargo and special handling procedures</li> <li>• The marking and numbering systems for cargo.</li> <li>• Relevant bond, quarantine or other legislative requirements</li> </ul>		
Underpinning Skills	<p>Demonstrates skill to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when applying and monitoring security procedures for cargo, freight and mail</li> <li>• Read and interpret instructions, procedures and information relevant to the security of cargo, freight and mail</li> <li>• Interpret and follow operational instructions and prioritise work</li> <li>• Complete documentation related to the security of cargo, freight and mail</li> <li>• Receive, acknowledge and send messages with available communications equipment</li> <li>• Work collaboratively with others when applying and monitoring security procedures for cargo, freight and mail</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Promptly report and/or rectify any identified problems that may arise when applying and monitoring security procedures for cargo, freight and mail in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unanticipated situations that may arise when applying and monitoring security procedures for cargo, freight and mail</li> <li>• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Plan own work including predicting consequences and identifying improvements.</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Identify, select and use relevant equipment, processes and procedures when maintaining security during the transfer of cargo.</li> <li>• Adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
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 accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.



Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Follow Mobile Crane Safety Procedures
Unit Code	<a href="#">EIS CTO3 12 0913</a>
Unit Descriptor	<p>This unit involves the skills and knowledge required to follow and apply mobile crane safety procedures and OHS procedures when carrying out mobile crane operations. It includes identifying and following mobile crane and workplace procedures for hazard identification and risk control, contributing to arrangements for the management of occupational health and safety, and completing all relevant safety records.</p> <p>Work must be carried out in compliance with the relevant mobile crane safety and workplace procedures and OHS regulations and procedures.</p> <p>Mobile crane operations are performed under some supervision generally within a team environment. It involves the application of established mobile crane and workplace procedures, OHS and hazard minimisation principles and procedures to the conduct of mobile crane operations.</p>

Elements	Performance Criteria
1 Follow workplace and mobile crane safety procedures for hazard identification and risk control	<p>1.1 Mobile crane and <b>workplace procedures</b> for dealing with accidents, fire and emergencies are known and followed.</p> <p>1.2 Mobile crane and workplace procedures for OHS and related work instructions for controlling risks in a workplace are accurately followed.</p> <p>1.3 Mobile crane hazards and <b>workplace hazards</b> in the workplace are identified and appropriate action is taken to report them and to minimize or eliminate risk to <b>personnel in workplace area</b>, workplace and the environment.</p> <p>1.4 Safety regulations and established mobile crane and workplace safety and hazard control practices and procedures are obtained, interpreted and applied to mobile crane <b>operations</b>.</p> <p>1.5 Where relevant, procedures and precautions necessary for entry into confined spaces in the workplace are correctly followed.</p> <p>1.6 <b>Personal protection clothing and equipment</b> is correctly used in accordance with established safety practices and procedures.</p> <p>1.7 Established mobile crane and workplace emergency and contingency plans are followed in the event of an emergency.</p>

<p>2 Contribute to arrangements for management of mobile crane safety procedures and occupational health and safety</p>	<p>2.1 Mobile crane safety hazards and OHS issues are identified and raised with <b>designated personnel</b> in accordance with workplace procedures and relevant OHS legislation.</p> <p>2.2 Contributions to OHS management in the workplace are made in accordance with workplace procedures and provisions of relevant <b>regulations and legislation</b>.</p> <p>2.3 <b>Participative arrangements</b> for mobile crane safety procedures and OHS management in the workplace are contributed to within relevant workplace procedures and scope of responsibilities and competencies.</p>
<p>3 Complete workplace and occupational health and safety records</p>	<p>3.1 Mobile crane and OHS records are completed in accordance with workplace requirements.</p> <p>3.2 OHS records and legal requirements for the maintenance of records of occupational injury and diseases are followed.</p>

Variable	Range
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> </ul>
Workplace hazards	<p>may include:</p> <ul style="list-style-type: none"> <li>• chemicals and other harmful substances</li> <li>• electrical and other overhead services</li> <li>• movements of equipment, goods, vehicles</li> <li>• toxic substances</li> <li>• damaged packing material and containers</li> <li>• broken and damaged equipment</li> <li>• inflammable materials and fire hazards</li> <li>• lifting practices</li> <li>• waste management and disposal</li> <li>• extremes in weather conditions</li> <li>• lighting levels</li> <li>• floor surfaces</li> <li>• water hazards</li> <li>• traffic flows, vehicle and equipment operation</li> <li>• a range of storage areas</li> </ul>
Personnel in the work area	<p>may include:</p> <ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• site visitors</li> <li>• OHS specialists</li> <li>• official representatives</li> </ul>
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> <li>• in a range of work environments</li> </ul>

	<ul style="list-style-type: none"> <li>• by day or night</li> <li>• using multiple cranes</li> <li>• using a work cage/workbox</li> </ul>
Personal protection clothing and equipment	<p>may include:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• high visibility clothing</li> </ul>
Designated personnel	<p>may include:</p> <ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• supervisors</li> <li>• dogman/rigger</li> <li>• team leaders</li> <li>• management</li> <li>• occupational health and safety personnel</li> <li>• other persons authorised or nominated by the organisation</li> </ul>
Regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant state/territory OHS legislation and safety codes, including manual handling, noise, confined spaces, smoking, workplace ergonomics, etc.</li> <li>• mobile crane codes of practice</li> <li>• general duty of care under OHS legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> <li>• dangerous goods regulations</li> </ul>
Participative arrangements	<p>may include:</p> <ul style="list-style-type: none"> <li>• formal and informal meetings which deal with OHS issues</li> <li>• toolbox talks</li> <li>• workplace OHS committees</li> <li>• other committees, for example, consultative, planning and purchasing</li> <li>• OHS representatives</li> <li>• suggestions, requests, reports and concerns put forward by staff</li> </ul>
Work	<p>may be conducted in:</p> <ul style="list-style-type: none"> <li>• restricted spaces</li> <li>• exposed conditions and controlled or open environments</li> </ul>
Communication	<p>may include:</p> <ul style="list-style-type: none"> <li>• phone</li> <li>• Electronic Data Interchange (EDI)</li> <li>• fax</li> <li>• email</li> <li>• internet</li> <li>• radio/hand or whistle signals</li> </ul>

Information/documents	<p>may include:</p> <ul style="list-style-type: none"> <li>• OHS regulations</li> <li>• mobile crane safety procedures</li> <li>• workplace OHS procedures and policies</li> <li>• codes of practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>• EDG Code and material safety data sheets (where relevant)</li> <li>• policies and procedures for entry and work in confined spaces</li> <li>• manufacturer's instructions concerning the use and servicing of equipment</li> <li>• supplier and/or client instructions</li> <li>• emergency procedures</li> <li>• regulations and policies concerning noise, smoking, work station ergonomics and other critical OHS issues</li> <li>• goods identification numbers and codes</li> <li>• manifests, bar codes, goods and container identification</li> <li>• relevant legislation, regulations and related documentation</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• standards and certification requirements</li> <li>• quality assurance procedures</li> </ul>
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<b>Evidence Guide</b>	
Critical aspects of Competence	<p>Must demonstrate knowledge and skills competence to:</p> <ul style="list-style-type: none"> <li>• relevant legislation, mobile crane safety procedures and workplace procedures</li> <li>• procedures for identifying mobile crane safety hazards and OHS issues</li> <li>• appropriate action to report identified mobile crane and site hazards in the workplace to minimise or eliminate risk to personnel, workplace and the environment</li> <li>• mobile crane and OHS recording procedures in accordance with workplace requirements</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant mobile crane safety procedures</li> <li>• Relevant OHS procedures and guidelines</li> <li>• Risks associated with mobile cranes, and related precautions to control the risk</li> <li>• Risks associated with multiple crane operations</li> <li>• Hazards associated with crane operations on a demolition site</li> <li>• Hazards associated with mobile crane operations on a construction site</li> <li>• Lifting personnel using a workcage/workbox</li> </ul>

	<ul style="list-style-type: none"> <li>• Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents</li> <li>• Location and use of safety alarms, emergency shut-off systems, emergency communication systems</li> <li>• Signs and signals used for warnings</li> <li>• Terms used in material safety data sheets (where relevant)</li> <li>• HAZCHEM symbols and implications for safe work and storage</li> <li>• Storage and use of hazardous substances</li> <li>• Handling of broken or damaged equipment</li> <li>• Manual and mechanically assisted lifting and load shifting procedures</li> <li>• Transport requirements for goods within workplace</li> <li>• Mobile crane and workplace emergency and evacuation procedures</li> <li>• Housekeeping standards and procedures required in the workplace</li> <li>• Site layout and obstacles</li> </ul>		
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when following mobile crane and OHS procedures</li> <li>• Read and interpret relevant safety-related information including safety labels, instructions for safe work, relevant material safety data sheets, mobile crane and workplace procedures and codes of practice</li> <li>• Identify containers and goods coding, EDG and IMDG markings and, where applicable, emergency information panels</li> <li>• Interpret and follow operational instructions and prioritise work</li> <li>• Complete documentation related to mobile crane procedures and OHS in the workplace</li> <li>• Operate electronic communication equipment to required protocol</li> <li>• Estimate the size, shape and special requirements of loads</li> <li>• Work collaboratively with others when following procedures</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when following mobile crane and OHS procedures in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unanticipated situations that may occur when following mobile crane and OHS procedures</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Apply precautions and required action to minimise, control or eliminate hazards that may exist during mobile crane operations and workplace activities</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Apply fatigue management knowledge and techniques</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
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 accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Carry out Emergency Response to a Dangerous Goods Incident
Unit Code	<a href="#">EIS CTO3 13 0913</a>
Unit Descriptor	<p>This unit involves the skills and knowledge required to carry out an emergency response in the event of a dangerous goods incident, including responding to the incident, controlling and assisting at the site, identifying the product being carried, and completing reports and other required documentation in accordance with regulatory requirements and workplace procedures.</p> <p>Work must be carried out in accordance with OHS codes and regulations and workplace requirements.</p> <p>Work is performed under limited supervision. It involves the application of regulatory requirements and workplace emergency response procedures when responding to accidents and emergencies.</p>

Elements	Performance Criteria
1. Identify incident response procedures	<p>1.1 <b>Company procedures</b> for responding to <b>incidents</b> and emergencies are identified and explained.</p> <p>1.2 Procedures for accessing first aid are determined.</p> <p>1.3 Relevant Personal Protective Equipment (PPE) is selected and used.</p> <p>1.4 Familiarisation with the use of fire safety equipment is demonstrated.</p>
2. Respond to the incident	<p>2.1 Nature, extent and degree of threat from the incident are assessed in accordance with emergency procedures.</p> <p>2.2 Guides for product being carried are located and UN number and shipping/technical name are obtained from available documents.</p> <p>2.3 Resources and vulnerability of the situation are analysed.</p> <p>2.4 <b>Key people and relevant support agencies</b> are identified and notified of the incident and the product details.</p> <p>2.5 Instructions and support are sought from key people and support agencies in accordance with emergency procedures and Transport Emergency Response Plan (TERP)</p>
3. Apply emergency strategies	<p>3.1 Safety and security procedures are complied with in all actions.</p> <p>3.2 PPE is selected and used according to the requirements of the situation in accordance with OHS and emergency procedures.</p>

	<p>3.3 Welfare of people is guarded and protected as the first priority in any action.</p> <p>3.4 Exclusion zone is established around the incident site.</p> <p>3.5 Safe access and exit are maintained for emergency services in accordance with emergency procedures and situational analysis.</p> <p>3.6 Controls are selected and applied to achieve objectives with minimum damage to people and the environment.</p> <p>3.7 Immediate response to threat or danger to people is provided while preserving personal safety in accordance with emergency procedures.</p> <p>3.8 Emergency first aid treatment of minor injuries is carried out correctly and details of any treatment administered are reported accurately to incident response leader.</p>
4. Communicate with and complement other personnel	<p>4.1 Effective communication and <b>documentation</b> with key people and support agencies are constantly maintained.</p> <p>4.2 Activities are consistent with the incident response leader's plan of action.</p> <p>4.3 Activities support the work of other key people and support agencies.</p>
5. Monitor the environment and the incident	<p>5.1 Factors that may create or increase risk of injury or damage are constantly assessed and reported to incident response leader.</p> <p>5.2 Hazard controls are monitored to ensure continued effectiveness.</p> <p>5.3 Own and others' health and morale are monitored and maintained.</p> <p>5.4 Changes in conditions and behaviour are identified and reported.</p>
6. Assist with recovery from incident	<p>6.1 <b>Evidence</b> relating to the cause of the incident is preserved and recorded as far as possible.</p> <p>6.2 Appropriate assistance is provided in accordance with emergency procedures.</p> <p>6.3 Emergency equipment is returned to a state of readiness as soon as is reasonably possible.</p> <p>6.4 Debriefings are attended and participated in as appropriate.</p>

Variable	Range
Company procedures	include: <ul style="list-style-type: none"> <li>• TERP</li> <li>• Standard Operating Procedures (SOP)</li> </ul>



	<ul style="list-style-type: none"> <li>• Emergency Procedures Guide (EPG)</li> <li>• Emergency Information Procedure (EIP)</li> </ul>
Types of incidents	<p>include:</p> <ul style="list-style-type: none"> <li>• recovery</li> <li>• in depot</li> <li>• on road</li> <li>• at unloading point</li> </ul>
Key people and support agencies	<p>include:</p> <ul style="list-style-type: none"> <li>• fire brigade/CFA</li> <li>• ambulance</li> <li>• government agencies</li> </ul>
Documentation	<p>include:</p> <ul style="list-style-type: none"> <li>• transport regulations as they apply to the enterprise, including local authority regulations and procedures</li> <li>• workplace policies and procedures</li> <li>• relevant Australian standards and certification requirements</li> <li>• relevant internal data entry books, including log books, data sheets and load sheets</li> <li>• TERP</li> </ul>
Evidence	<p>includes:</p> <ul style="list-style-type: none"> <li>• workplace documentation</li> <li>• load documentation</li> <li>• details of incident</li> </ul>
Personal safety measures	<p>include:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• protective clothing</li> <li>• high visibility clothing</li> <li>• eye wash kit</li> <li>• emergency shutdown controls</li> <li>• evacuation controls</li> </ul>
Applicable legislative procedures and codes	<p>include:</p> <ul style="list-style-type: none"> <li>• Ethiopian code for the transport of dangerous goods by road or rail: the Australian Dangerous Goods (ADG) Code</li> <li>• relevant state and territory: <ul style="list-style-type: none"> <li>➤ roads and traffic authority driving regulations and licence or permit requirements pertaining to operating heavy vehicles on unsealed roads</li> <li>➤ road rules</li> <li>➤ OHS legislation</li> <li>➤ fatigue management regulations</li> <li>➤ environmental protection legislation and regulations</li> </ul> </li> </ul>

<b>Evidence Guide</b>	
Critical aspects of Competence	<p>Must demonstrate knowledge and skills competence to:</p> <ul style="list-style-type: none"> <li>• applying own responsibilities in line with company procedures</li> <li>• communicating understanding of own responsibility in control of various incidents until authorities arrive</li> <li>• clearly describing an incident</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• Appropriate PPE and clothing</li> <li>• Concept of dynamic risk assessment</li> <li>• Emergency equipment operating characteristics, limitations, hazards, precautions, procedures and general care</li> <li>• General emergency priorities and strategies</li> <li>• Hazard analysis</li> <li>• Hazards and the precautions necessary during control activities</li> <li>• Survival, rescue and recovery procedures</li> <li>• Tactics for safely handling emergencies involving dangerous goods</li> <li>• Organisational emergency procedures</li> </ul>
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> <li>• Access and use PPE and clothing safely and effectively under emergency conditions</li> <li>• Use communication skills during emergencies</li> <li>• Care for protective clothing and equipment</li> <li>• Re-stow response equipment</li> </ul>
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 accessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>

Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Conduct Control Procedures for Transferring Explosives and Dangerous/Hazardous/High Risk Goods
Unit Code	<a href="#">EIS CTO3 14 0913</a>
Unit Descriptor	<p>This unit involves the skills and knowledge required to conduct safety and hazard control procedures for transferring dangerous goods including clarifying movements of explosives, hazardous or high risk goods; implementing safety and hazard control procedures for loading, unloading or goods movement activities; and reviewing and completing goods transfer operations.</p> <p>Work must be carried out in compliance with the relevant regulations concerning the transfer of dangerous goods, hazardous substances and high risk goods and involves the application of routine procedures and relevant regulatory requirements.</p>

Elements	Performance Criteria
1 Clarify movements of explosives and dangerous, hazardous or high risk goods	<p>1.1 Schedule details, nature of risk, special precautions and procedures are clarified with line managers or supervisory staff.</p> <p>1.2 <b>Information</b> is collected/checked against workplace procedures and relevant regulatory framework.</p> <p>1.3 Activities requiring special approvals or <b>workplace procedure</b> changes are identified and approvals obtained.</p> <p>1.4 Safety and hazard control procedures are <b>communicated</b> to relevant parties.</p>
2 Implement safety and hazard control procedures for loading, unloading or goods movement activities	<p>2.1 Transfer operations are conducted in accordance with workplace procedures and relevant <b>regulations and legislation</b>.</p> <p>2.2 Advice is provided to relevant emergency response groups (internal and/or external) or other affected personnel or contractors.</p> <p>2.3 Procedures to control movement of equipment and personnel within the goods movement area affected by the risks are implemented.</p> <p>2.4 Safety and hazard control procedures are monitored and maintained with action taken to modify procedures where necessary (in accordance with scope of authority).</p> <p>2.5 Goods are moved within relevant workplace procedures and statutory regulations.</p>
3 Review and complete goods transfer operation	<p>3.1 Completed activities are checked against operational plan.</p> <p>3.2 Relevant documentation is completed.</p>

	3.3 Specialized equipment used for the process is maintained and stored.
	3.4 Worksite is checked and returned to operational status.

Variable	Range
Information/documentation	<p>may include:</p> <ul style="list-style-type: none"> <li>• Safe Working Load (SWL) and Working Load Limit (WLL)</li> <li>• manifests, bar codes, goods and product identification</li> <li>• manufacturers specifications, instructions and labelling advice including material safety data sheets</li> <li>• workplace procedures and policies for the transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• goods identification numbers and codes, including IMDG markings and HAZCHEM signs</li> <li>• supplier and/or client instructions</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• competency standards and training materials</li> <li>• codes of practice including the Ethiopian Dangerous Goods Code, Ethiopian Explosives Code, relevant Ethiopian Standards and the Industry Safety Code</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> <li>• site procedures</li> </ul>
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> <li>• phone</li> <li>• electronic data interchange</li> <li>• fax</li> <li>• email</li> <li>• internet</li> <li>• radio</li> <li>• oral, aural or signed communications</li> </ul>
Regulations and legislation	<ul style="list-style-type: none"> <li>• may include:</li> <li>• mass and loading regulations</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Ethiopian and International Dangerous Goods Codes</li> <li>➤ Ethiopian Marine Orders and the International Maritime Dangerous Goods Code</li> <li>➤ IATA Dangerous Goods by Air regulations</li> <li>➤ Ethiopian and International Explosives Codes</li> </ul> <ul style="list-style-type: none"> <li>• relevant Ethiopian Standards for the types of explosives and dangerous/hazardous/high risk goods concerned</li> <li>• relevant environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• equal opportunity and affirmative action legislation</li> <li>• equal opportunity legislation</li> <li>• relevant OHS legislation</li> </ul>		
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> <li>• in a range of work environments and weather conditions</li> <li>• by day or night</li> </ul>		
Work	<p>may be conducted in:</p> <ul style="list-style-type: none"> <li>• restricted spaces</li> <li>• exposed conditions and controlled or open environments</li> </ul>		
Vehicle	refers to all applicable transportation modes		
Transfer of dangerous goods/ hazards substances and high risk goods	<p>may require:</p> <ul style="list-style-type: none"> <li>• special precautions and handling procedures as specified by the manufacturer</li> </ul>		
Hazards in the work area	<p>may include exposure to:</p> <ul style="list-style-type: none"> <li>• hazardous or dangerous materials</li> <li>• contamination of, or from, materials being handled</li> <li>• noise, light, energy sources</li> <li>• stationary and moving machinery, parts or components</li> <li>• service lines</li> <li>• spills, leakages, ruptures</li> <li>• dust/vapours</li> <li>• ignition sources</li> </ul>		
Hazard management	<p>is consistent with:</p> <ul style="list-style-type: none"> <li>• the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</li> </ul>		
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• mask or respirator and breathing apparatus</li> <li>• high visibility clothing</li> </ul>		
Transport documentation	<p>may include:</p> <ul style="list-style-type: none"> <li>• Initial Emergency Response Guide</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Emergency Procedure Guide</li> <li>• descriptions for explosives and dangerous goods/hazards substances and high risk goods (i.e. class, and division, shipping name, UN number, current EDG declarations, material safety data sheets, etc.)</li> </ul>
Requirements	<p>may include:</p> <ul style="list-style-type: none"> <li>• site restrictions and procedures</li> <li>• use of safety and personal protective equipment</li> <li>• communications equipment</li> <li>• specialised lifting and/or handling equipment</li> <li>• incident breakdown procedures</li> <li>• additional gear and equipment</li> <li>• noise restrictions</li> <li>• hours of operation</li> <li>• authorities and permits</li> <li>• EDG declarations</li> </ul>
Consultative processes may involve	<p>may involve:</p> <ul style="list-style-type: none"> <li>• other employees and supervisors</li> <li>• suppliers, potential customers and existing clients</li> <li>• management and union representatives</li> <li>• industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff</li> </ul>
Safety equipment on vehicle	<p>may include:</p> <ul style="list-style-type: none"> <li>• fire extinguishers</li> <li>• portable warning devices and eye wash kit</li> </ul>

<b>Evidence Guide</b>	
Critical aspects of Competence	<p>Must demonstrate knowledge and skills competence in:</p> <ul style="list-style-type: none"> <li>• assessing operational suitability of equipment and vehicles pertinent to transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• estimating weight and dimensions of load and any special handling requirements</li> <li>• determining (any) required permits</li> <li>• identifying hazards and implementing safety and hazard control procedures and requirements to minimise risks when transferring explosives and dangerous/hazardous/high risk goods</li> <li>• selecting appropriate equipment and work systems to enable safe, efficient work</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant mass and loading and other relevant regulations, codes and permit requirements as they apply to the transfer of explosives and dangerous/hazardous/high risk goods</li> </ul>

	<ul style="list-style-type: none"> <li>• OHS procedures and guidelines concerning the transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• Risks when transferring explosives and dangerous/hazardous/high risk goods and related precautions to control the risk</li> <li>• Workplace procedures and policies for the transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• Equipment applications, capacities, configurations, safety hazards and control mechanisms</li> <li>• Housekeeping standards procedures required in the workplace</li> <li>• Methods of securing a vehicle following the loading of explosives and dangerous/hazardous/high risk goods</li> <li>• Relevant permit and licence requirements</li> <li>• Typical problems that can occur when transferring explosives and dangerous/hazardous/high risk goods and appropriate action that can be taken to prevent or solve them</li> </ul>		
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when controlling the transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• Read and interpret instructions, procedures, information and signs relevant to the transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• Identify goods coding, markings and, where applicable, emergency information panels for the mode of transport/storage selected</li> <li>• Interpret and follow operational instructions and prioritise work</li> <li>• Complete documentation related to the transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• Operate electronic communication equipment to required protocol</li> <li>• Estimate the mass, volume and special handling requirements of a load</li> <li>• Work collaboratively with others when controlling the transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Promptly report and/or rectify any identified problems that may occur when controlling the transfer of explosives and dangerous/hazardous/high risk goods in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unanticipated situations that may arise when controlling the transfer of explosives and dangerous/hazardous/high risk goods</li> </ul>		
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	<ul style="list-style-type: none"> <li>• Recognise hazards and apply precautions and required action to minimise, control or eliminate hazards that may exist during the transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Identify and correctly use equipment required to load explosives and dangerous/hazardous/high risk goods</li> <li>• Adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
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 accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.



Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Monitor Implementation of Work Plan/Activities
Unit Code	<a href="#">EIS CTO3 15 0913</a>
Unit Descriptor	This unit covers competence required to oversee and monitor the quality of work operations within an enterprise. This unit may be carried out by team leaders or supervisors.

Elements	Performance Criteria
1. Monitor and improve workplace operations	<p>1.1 Efficiency and service levels are monitored on an ongoing basis.</p> <p>1.2 Operations in the workplace support overall enterprise goals and quality assurance initiatives.</p> <p>1.3 Quality <b>problems</b> and issues are promptly identified and adjustments are made accordingly.</p> <p>1.4 Procedures and systems are changed in consultation with colleagues to improve efficiency and effectiveness.</p> <p>1.5 Colleagues are consulted about ways to improve efficiency and service levels.</p>
2. Plan and organise workflow	<p>2.1 Current workload of colleagues is accurately assessed.</p> <p>2.2 Work is scheduled in a manner which enhances efficiency and customer service quality.</p> <p>2.3 Work is delegated to appropriate people in accordance with principles of delegation.</p> <p>2.4 Workflow is assessed against agreed objectives and timelines and colleagues are assisted in prioritisation of workload.</p> <p>2.5 Input is provided to appropriate management regarding staffing needs.</p>
3. Maintain workplace records	<p>3.1 <b>Workplace records</b> are accurately completed and submitted within required timeframes.</p> <p>3.2 Where appropriate completion of records is delegated and monitored prior to submission.</p>
4. Solve problems and make decisions	<p>4.1 Workplace problems are promptly identified and considered from an operational and customer service perspective.</p> <p>4.2 Short term action is initiated to resolve the immediate problem where appropriate.</p> <p>4.3 Problems are analysed for any long term impact and potential solutions are assessed and actioned in consultation with relevant colleagues.</p> <p>4.4 Where problem is raised by a team member, they are encouraged to participate in solving the problem.</p>

	4.5 Follow up action is taken to monitor the effectiveness of solutions in the workplace.
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Variable	Range
Problems	May include but not limited to: <ul style="list-style-type: none"> <li>• difficult customer service situations</li> <li>• equipment breakdown/technical failure</li> <li>• delays and time difficulties</li> <li>• competence</li> </ul>
Workplace records	May include but is not limited to: <ul style="list-style-type: none"> <li>• staff records and regular performance reports</li> </ul>

Evidence Guide	
Critical Aspects of Competence	Demonstrates skills and knowledge in: <ul style="list-style-type: none"> <li>• ability to effectively monitor and respond to a range of common operational and service issues in the workplace</li> <li>• understanding of the role of staff involved in workplace monitoring</li> <li>• knowledge of quality assurance, principles of workflow planning, delegation and problem solving</li> </ul>
Underpinning Knowledge and Attitudes	Demonstrate knowledge of: <ul style="list-style-type: none"> <li>• roles and responsibilities in monitoring work operations</li> <li>• overview of leadership and management responsibilities</li> <li>• principles of work planning and principles of delegation</li> <li>• typical work organization methods appropriate to the sector</li> <li>• quality assurance principles and time management</li> <li>• problem solving and decision making processes</li> <li>• industrial and/or legislative issues which affect short term work organization as appropriate to industry sector</li> </ul>
Underpinning Skills	Demonstrate skills to: <ul style="list-style-type: none"> <li>• monitor and improve workplace operations</li> <li>• plan and organize workflow</li> <li>• maintain workplace records</li> </ul>
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"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Apply Quality Control
Unit Code	<a href="#">EIS CTO3 16 0913</a>
Unit Descriptor	This unit covers the knowledge, attitudes and skills required in applying quality control in the workplace.

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

Variable	Range
Quality check	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• Check against design / specifications</li> </ul>

	<ul style="list-style-type: none"> <li>• Visual inspection and Physical inspection</li> </ul>
Quality standards	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• Materials</li> <li>• Components</li> <li>• Process</li> <li>• Procedures</li> </ul>
Quality parameters	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• Standard Design / Specifications</li> <li>• Material Specification</li> </ul>

<b>Evidence Guide</b>	
Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> <li>• Check completed work continuously against organization standard</li> <li>• Identify and isolate faulty or poor service</li> <li>• Check service delivered against organization standards</li> <li>• Identify and apply corrective actions on the causes of identified faults or error</li> <li>• Record basic information regarding quality performance</li> <li>• Investigate causes of deviations of services against standard</li> <li>• Recommend suitable preventive actions</li> </ul>
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant quality standards, policies and procedures</li> <li>• Characteristics of services</li> <li>• Safety environment aspects of service processes</li> <li>• Evaluation techniques and quality checking procedures</li> <li>• Workplace procedures and reporting procedures</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• interpret work instructions, specifications and standards appropriate to the required work or service</li> <li>• carry out relevant performance evaluation</li> <li>• maintain accurate work records</li> <li>• meet work specifications and requirements</li> <li>• communicate effectively within defined workplace procedures</li> </ul>
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"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>

Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Lead Workplace Communication
Unit Code	<a href="#">EIS CTO3 17 0913</a>
Unit Descriptor	This unit covers the knowledge, attitudes and skills needed to lead in the dissemination and discussion of information and issues in the workplace.

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

Variable	Range
Methods of communication	May include but not limited to: <ul style="list-style-type: none"> <li>• Non-verbal gestures</li> <li>• Verbal</li> <li>• Face to face</li> <li>• Two-way radio</li> <li>• Speaking to groups</li> <li>• Using telephone</li> <li>• Written</li> <li>• Using Internet</li> <li>• Cell phone</li> </ul>

<b>Evidence Guide</b>	
Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> <li>• Deal with a range of communication/information at one time</li> <li>• Make constructive contributions in workplace issues</li> <li>• Seek workplace issues effectively</li> <li>• Respond to workplace issues promptly</li> <li>• Present information clearly and effectively written form</li> <li>• Use appropriate sources of information</li> <li>• Ask appropriate questions</li> <li>• Provide accurate information</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Organization requirements for written and electronic communication methods</li> <li>• Effective verbal communication methods</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Organize information</li> <li>• Understand and convey intended meaning</li> <li>• Participate in variety of workplace discussions</li> <li>• Comply with organization requirements for the use of written and electronic communication methods</li> </ul>
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"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>

Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Lead Small Teams
Unit Code	<a href="#">EIS CTO3 18 0913</a>
Unit Descriptor	This unit covers the skills, knowledge and attitudes required to determine individual and team development needs and facilitate the development of the work group.

Elements	Performance Criteria
1. Provide team leadership	<p>1.1 <b>Learning and development needs</b> are systematically identified and implemented in line with <b>organizational requirements</b>.</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 <b>Feedback on performance</b> 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 <b>Learning delivery methods</b> are appropriate to the learning goals, the learning style of participants and availability of equipment and resources.</p> <p>2.3 Workplace learning opportunities and coaching/ mentoring assistance are provided to facilitate individual and team achievement of competencies.</p> <p>2.4 Resources and timelines required for learning activities are identified and approved in accordance with organizational requirements.</p>
3. Monitor and evaluate workplace learning	<p>3.1 Feedback from individuals or teams is used to identify and implement improvements in future learning arrangements.</p> <p>3.2 Outcomes and performance of individuals/teams are assessed and recorded to determine the effectiveness of development programs and the extent of additional support.</p> <p>3.3 Modifications to learning plans are negotiated to improve the efficiency and effectiveness of learning.</p> <p>3.4 Records and reports of competence are maintained within organizational requirement.</p>

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

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



	<ul style="list-style-type: none"> <li>• Work experience and Involvement in professional networks</li> <li>• Conference/seminar attendance and induction</li> </ul>
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<b>Evidence Guide</b>	
Critical Aspects of Competence	Demonstrates skills and knowledge to: <ul style="list-style-type: none"> <li>• identify and implement learning opportunities for others</li> <li>• give and receive feedback constructively</li> <li>• facilitate participation of individuals in the work of the team</li> <li>• negotiate learning plans to improve the effectiveness of learning</li> <li>• prepare learning plans to match skill needs</li> <li>• access and designate learning opportunities</li> </ul>
Underpinning Knowledge and Attitude	Demonstrates knowledge of: <ul style="list-style-type: none"> <li>• coaching and mentoring principles</li> <li>• how to work effectively with team members who have diverse work styles, aspirations, cultures and perspective</li> <li>• how to facilitate team development and improvement</li> <li>• methods and techniques for eliciting and interpreting feedback</li> <li>• methods for identifying and prioritizing personal development opportunities and options</li> <li>• career paths and competence standards in the industry</li> </ul>
Underpinning Skills	Demonstrates skills to: <ul style="list-style-type: none"> <li>• read and understand a variety of texts, prepare general information and documents according to target audience; spell with accuracy; use grammar and punctuation effective relationships and conflict management</li> <li>• receive feedback and report, maintain effective relationships and conflict management</li> <li>• organize required resources and equipment to meet learning needs</li> <li>• provide support to colleagues</li> <li>• organize information; assess information for relevance and accuracy; identify and elaborate on learning outcomes</li> <li>• facilitation skills to conduct small group training sessions</li> <li>• relate to people from a range of social, cultural, physical and mental backgrounds</li> </ul>
Resource Implications	Access to relevant workplace or appropriately simulated environment where assessment can take place
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> <li>• Interview / Written exam</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the workplace or in a simulated workplace setting

Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Improve Business Practice
Unit Code	<a href="#">EIS CTO3 19 0913</a>
Unit Descriptor	This unit covers the skills, knowledge and attitudes required in promoting, improving and growing business operations.

Elements	Performance Criteria
1. Diagnose the business	1.1 <b>Data required</b> for diagnosis is determined and acquired. 1.2 <b>Competitive advantage</b> of the business is determined from the data. 1.3 <b>SWOT analysis</b> of the data is undertaken.
2. Benchmark the business	2.1 Sources of relevant benchmarking data are identified. 2.2 <b>Key indicators</b> for benchmarking are selected in consultation with key stakeholders. 2.3 Like indicators of own practice are compared with benchmark indicators. 2.4 Areas for improvement are identified.
3. Develop plans to improve business performance	3.1 A consolidated list of required improvements is developed. 3.2 Cost-benefit ratios for required improvements are determined. 3.3 Work flow changes resulting from proposed improvements are determined. 3.4 Proposed improvements are ranked according to agreed criteria. 3.5 An action plan is developed and agreed to implement the top ranked improvements. 3.6 <b>Organizational structures</b> are checked to ensure they are suitable.
4. Develop marketing and promotional plans	4.1 The practice vision statement is reviewed. 4.2 Practice <b>objectives</b> are developed/ reviewed. 4.3 Target markets are identified/ refined. 4.4 <b>Market research data</b> is obtained. 4.5 <b>Competitor analysis</b> is obtained. 4.6 <b>Market position</b> is developed/ reviewed. 4.7 <b>Practice brand</b> is developed. 4.8 <b>Benefits</b> of practice/practice products/services are identified. 4.9 <b>Promotion tools</b> are selected/ developed.

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

Variable	Range
Data required includes:	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• organization capability</li> <li>• appropriate business structure</li> <li>• level of client service which can be provided</li> <li>• internal policies, procedures and practices</li> <li>• staff levels, capabilities and structure</li> <li>• market, market definition</li> <li>• market changes/market segmentation</li> <li>• market consolidation/fragmentation</li> <li>• revenue</li> <li>• level of commercial activity</li> <li>• expected revenue levels, short and long term</li> <li>• revenue growth rate</li> <li>• break even data</li> <li>• pricing policy</li> <li>• revenue assumptions</li> <li>• business environment</li> <li>• economic conditions</li> <li>• social factors</li> <li>• demographic factors</li> <li>• technological impacts</li> <li>• political/legislative/regulative impacts</li> <li>• competitors, competitor pricing and response to pricing</li> <li>• competitor marketing/branding and competitor products</li> </ul>
Competitive advantage	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• services/products, fees, location and timeframe</li> </ul>
SWOT analysis	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• internal strengths such as staff capability, recognized</li> <li>• quality</li> </ul>

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

	<ul style="list-style-type: none"> <li>• the tangible product - what is perceived</li> <li>• the augmented product - total package of consumer</li> <li>• features/benefits</li> <li>• product differentiation from competitive products</li> <li>• new/changed products</li> <li>• Price and pricing strategies (cost plus, supply/demand, ability to pay, etc.)</li> <li>• Pricing objectives (profit, market penetration, etc.)</li> <li>• cost components</li> <li>• market position</li> <li>• distribution strategies</li> <li>• marketing channels</li> <li>• promotion</li> <li>• promotional strategies</li> <li>• target audience</li> <li>• communication</li> <li>• promotion budget</li> </ul>
Practice brand	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• practice image</li> <li>• practice logo/letter head/signage</li> <li>• phone answering protocol</li> <li>• facility decor</li> <li>• slogans</li> <li>• templates for communication/invoicing</li> <li>• style guide</li> <li>• writing style</li> <li>• AIDA (attention, interest, desire, action)</li> </ul>
Benefits	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• features as perceived by the client</li> <li>• benefits as perceived by the client</li> </ul>
Promotion tools	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• networking and referrals</li> <li>• seminars</li> <li>• advertising</li> <li>• press releases</li> <li>• publicity and sponsorship</li> <li>• brochures</li> <li>• newsletters (print and/or electronic)</li> <li>• websites</li> <li>• direct mail and telemarketing/cold calling</li> </ul>
Yield per existing client	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• raising charge out rates/fees</li> <li>• packaging fees</li> <li>• reduce discounts</li> <li>• sell more services to existing clients</li> </ul>

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

Occupational Standard: Cargo Terminal Operation Level III	
Unit Title	Prevent and Eliminate MUDA
Unit Code	<a href="#">EIS CTO3 20 0913</a>
Unit Descriptor	This unit of competence covers the knowledge, skills and attitude required by a worker to prevent and eliminate MUDA/wastes in his/her their workplace. It covers responsibility for the day-to-day operation of the work and ensures Kaizen elements are continuously improved and institutionalized.

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

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



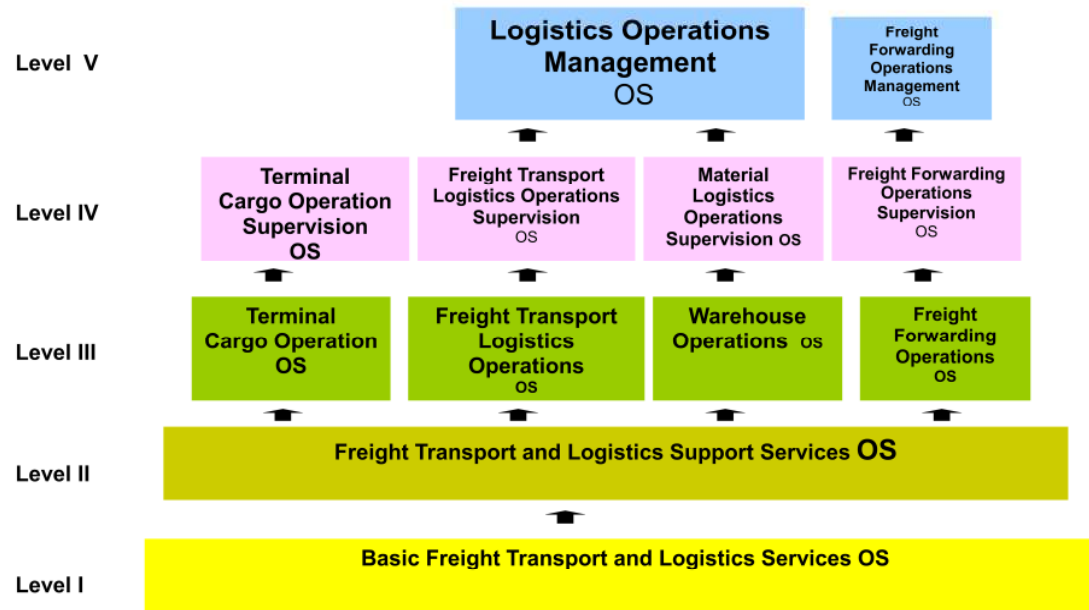
	<ul style="list-style-type: none"> <li>• Measure Total steps</li> <li>• Make list of items/products, who produces them and who uses them &amp; those in warehouses, storages etc.</li> <li>• Focal points to Check and find out existing problems</li> <li>• 5S</li> <li>• Layout improvement</li> <li>• Brainstorming</li> <li>• Andon</li> <li>• U-line</li> <li>• In-lining</li> <li>• Unification</li> <li>• Multi-process handling &amp; Multi-skilled operators</li> <li>• A.B. control (Two point control)</li> <li>• Cell production line</li> <li>• TPM (Total Productive Maintenance)</li> </ul>
Relevant procedures	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• Make waste visible</li> <li>• Be conscious of the waste</li> <li>• Be accountable for the waste.</li> <li>• Measure the waste.</li> </ul>
The ten basic principles for improvement	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• Throw out all of your fixed ideas about how to do things.</li> <li>• Think of how the new method will work- not how it won.</li> <li>• Don't accept excuses. Totally deny the status quo.</li> <li>• Don't seek perfection. A 50 percent implementation rate is fine as long as it's done on the spot.</li> <li>• Correct mistakes the moment they are found.</li> <li>• Don't spend a lot of money on improvements.</li> <li>• Problems give you a chance to use your brain.</li> <li>• Ask "why?" At least five times until you find the ultimate cause.</li> <li>• Ten people's ideas are better than one person's.</li> <li>• Improvement knows no limits.</li> </ul>
Visual and auditory control methods	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• Red Tagging</li> <li>• Sign boards</li> <li>• Outlining</li> <li>• Andons</li> <li>• Kanban, etc.</li> </ul>
5W and 1H	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• Who</li> <li>• What</li> <li>• Where</li> <li>• When</li> <li>• Why</li> <li>• How</li> </ul>

<b>Evidence Guide</b>			
Critical Aspects of Competence	Demonstrates skills and knowledge to: <ul style="list-style-type: none"> <li>• discuss why wastes occur in the workplace</li> <li>• discuss causes and effects of wastes/MUDA in the workplace</li> <li>• analyze the current situation of the workplace by using appropriate tools and techniques</li> <li>• identify, measure, eliminate and prevent occurrence of wastes by using appropriate tools and techniques</li> <li>• use 5W and 1H sheet to prevent</li> </ul>		
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: <ul style="list-style-type: none"> <li>• Targets of customers and manufacturer/service provider</li> <li>• Traditional and kaizen thinking of price setting</li> <li>• Kaizen thinking in relation to targets of manufacturer/service provider and customer</li> <li>• value</li> <li>• The three categories of operations</li> <li>• the 3“MU”</li> <li>• waste/MUDA</li> <li>• wastes occur in the workplace</li> <li>• The 7 types of MUDA</li> <li>• The Benefits of identifying and eliminating waste</li> <li>• Causes and effects of 7 MUDA</li> <li>• Procedures to identify MUDA</li> <li>• Necessary attitude and the ten basic principles for improvement</li> <li>• Procedures to eliminate MUDA</li> <li>• Prevention of wastes</li> <li>• Methods of waste prevention</li> <li>• Definition and purpose of standardization</li> <li>• Standards required for machines, operations, defining normal and abnormal conditions, clerical procedures and procurement</li> <li>• Methods of visual and auditory control</li> <li>• TPM concept and its pillars.</li> <li>• Relevant Occupational Health and Safety (OHS) and environment requirements</li> <li>• Plan and report</li> <li>• Method of communication</li> </ul>		
Underpinning Skills	Demonstrates skills to: <ul style="list-style-type: none"> <li>• draw &amp; analyze current situation of the work place</li> <li>• use measurement apparatus (stop watch, tape, etc.)</li> <li>• calculate volume and area</li> <li>• use and follow checklists to identify, measure and eliminate wastes/MUDA</li> <li>• identify and measure wastes/MUDA in accordance with OHS and procedures</li> </ul>		
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	<ul style="list-style-type: none"> <li>• use tools and techniques to eliminate wastes/MUDA in accordance with OHS procedure</li> <li>• apply 5W and 1H sheet</li> <li>• update and use standard procedures for completion of required operation</li> <li>• work with others</li> <li>• read and interpret documents</li> <li>• observe situations</li> <li>• solve problems</li> <li>• communicate</li> <li>• gather evidence by using different means</li> <li>• report activities and results using report formats</li> </ul>
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"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.



## TRANSPORT AND LOGISTICS



## Acknowledgement

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

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### COMMENT TEMPLATE

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