



Federal Democratic Republic of Ethiopia
OCCUPATIONAL STANDARD
**BASIC FREIGHT TRANSPORT AND
LOGISTICS SERVICES**

NTQF Level I



*Ministry of Education
September 2013*

Introduction

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

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

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

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

- Occupational title and NTQF level
- Unit title
- Unit code
- Unit descriptor
- Element and performance criteria
- Variables and range statement
- Evidence guide

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

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

- chart with an overview of all Units of Competence for the respective level including the Unit Codes and the Unit Titles
- contents of each Unit of Competence (competence standard)
- occupational map providing the Technical and Vocational Education and Training (TVET) providers with information and important requirements to consider when designing training programs for this standards and for the individual, a career path

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UNIT OF COMPETENCE CHART

Occupational Standard: Basic Freight Transport and Logistics Services

Occupational Code: **EIS TLW**

NTQF Level I

<p><u>EIS FTS1 01 0913</u> Follow Occupational Health and Safety (OHS) Procedures</p>	<p><u>EIS FTS1 02 0913</u> Adapt to Work Requirements in the Transport and Logistics Industry</p>	<p><u>EIS FTS1 03 0913</u> Demonstrate Care and Apply Safe Practices at Work</p>
<p><u>EIS FTS1 04 0913</u> Follow Security Procedures when Working with Passengers and</p>	<p><u>EIS FTS1 05 0913</u> Load, Unload and Secure Baggage/Freight</p>	<p><u>EIS FTS1 06 0913</u> Secure Cargo</p>
<p><u>EIS FTS1 07 0913</u> Clean Transportation Units and Facilities for Passenger Use</p>	<p><u>EIS FTS1 08 0913</u> Use, Clean and Maintain Towing Equipment</p>	<p><u>EIS FTS1 09 0913</u> Shift Materials Safely Using Manual Handling Methods</p>
<p><u>EIS FTS1 10 0913</u> Maintain and Use Hand Tools</p>	<p><u>EIS FTS1 11 0913</u> Operate a Personal Computer</p>	<p><u>EIS FTS1 12 0913</u> Carry out Basic Workplace Calculations</p>
<p><u>EIS FTS1 13 0913</u> Prepare for Environmentally Sustainable Work Practices</p>	<p><u>EIS FTS1 14 0913</u> Apply Basic Accident Emergency Procedures</p>	<p><u>EIS FTS1 15 0913</u> Apply Quality Standards</p>
<p><u>EIS FTS1 16 0913</u> Work with Others</p>	<p><u>EIS FTS1 17 0913</u> Receive and Respond to Workplace Communication</p>	<p><u>EIS FTS1 18 0913</u> Demonstrate Work Values</p>
<p><u>EIS FTS1 19 0913</u> Develop Understanding of Entrepreneurship</p>	<p><u>EIS FTS1 20 0913</u> Apply 3S</p>	

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Follow Occupational Health and Safety (OHS) Procedures
Unit Code	EIS FTS1 01 0913
Unit Descriptor	This unit involves the skills and knowledge required to follow and apply OHS procedures when carrying out work activities, including identifying and following workplace procedures for hazard identification and risk control, contributing to arrangements for the management of occupational health and safety, and completing occupational health and safety records.

Element	Performance Criteria
1. Follow workplace procedures for hazard identification and risk control	<p>1.1 Workplace procedures for dealing with accidents, fire and emergencies are known and followed.</p> <p>1.2 Workplace procedures for OHS and related work instructions for controlling risks in a workplace are accurately followed.</p> <p>1.3 Hazards in the workplace are identified and communicated with a proper means of communication and appropriate action is taken to report them and to minimize or eliminate risk to personnel, workplace and the environment.</p> <p>1.4 Safety regulations, information, documents and established workplace safety and hazard control practices and procedures are obtained, interpreted and applied to day-to-day work activities.</p> <p>1.5 Where, procedures and precautions necessary for entry into confined spaces in the workplace are correctly followed.</p> <p>1.6 Personal protection equipments and clothing are correctly used in accordance with established safety practices and procedures.</p> <p>1.7 Established emergency and contingency plans and regulations are followed in the event of an emergency.</p> <p>1.8 The shifting operations in the work place are in a range of work environment and time.</p>
2. Contribute to arrangements for the management of occupational health and safety	<p>2.1 OHS issues and identified safety hazards are raised with designated personnel in accordance with workplace procedures and relevant OHS regulation.</p> <p>2.2 Staff is made to Contributions to OHS management in the workplace in accordance with workplace procedures and provisions of other relevant regulations\ procedures.</p> <p>2.3 OHS issues are raised with designated personnel in accordance with workplace procedures and relevant OHS regulations.</p>

	<p>2.4 Participative arrangements for OHS management in the workplace are contributed to within workplace procedures and scope of responsibilities and competencies.</p> <p>2.5 In the process of contributions to OHS care shall be exercised not to damage\ harm equipments, personnel, customers.</p>
3. Complete occupational health and safety records	<p>3.1 OHS records for self 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
Means of Communication	<p>May include but not limited to</p> <ul style="list-style-type: none"> • phone • Walkie talkie • electronic data interchange • fax • email • internet • radio
Information/ documents	<p>may include but not limited to</p> <ul style="list-style-type: none"> • OHS regulations • workplace OHS procedures and policies • codes of practice including the international Standards for Manual Handling and the Industry Safety Code • DG Code and material safety data sheets (where relevant) • policies and procedures for entry and work in confined spaces • manufacturer's instructions concerning the use and servicing of equipment • supplier and/or client instructions • emergency procedures • regulations and policies concerning noise, smoking, work station ergonomics and other critical OHS issues • goods identification numbers and codes • manifests, bar codes, goods and container identification • relevant legislation, regulations and related documentation • standards and certification requirements • quality assurance procedures
Personal protective equipment	<p>may include</p> <ul style="list-style-type: none"> • gloves • Ear plugs • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing

Regulations	<p>may include</p> <ul style="list-style-type: none"> • Relevant OHS regulations and safety codes, including manual handling, noise, confined spaces, smoking, workplace ergonomics, etc. • general duty of care under OHS legislation • workplace relations regulations • workers compensation regulations • dangerous goods regulations
The shifting operations	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • in a range of work environments • by day or night • restricted spaces • exposed conditions • controlled or open environments
Workplaces	<p>May comprise</p> <ul style="list-style-type: none"> • large, medium or small worksites
Procedures	<p>may include</p> <ul style="list-style-type: none"> • company procedures • regulatory bodies requirements
Participative arrangements	<p>may include but not limited to</p> <ul style="list-style-type: none"> • formal and informal meetings which deal with OHS issues • workplace OHS committees • OHS representatives • suggestions, requests, reports and concerns put forward by staff
Personnel	<p>in a work area may include but not limited to</p> <ul style="list-style-type: none"> • workplace personnel • site visitors • OHS specialists • workplace personnel • supervisors • team leaders • management • occupational health and safety personnel • other persons authorized or nominated by the Organization
Customers may be	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • internal or external
hazards	<p>May include but not limited to</p> <ul style="list-style-type: none"> • chemicals and other harmful substances • movements of equipment, goods, vehicles • toxic substances • damaged packing material and containers • broken and damaged equipment • inflammable materials and fire hazards • lifting practices • waste management and disposal
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	<ul style="list-style-type: none"> • extremes in weather conditions • lighting levels • floor surfaces • water hazards • traffic flows, vehicle and equipment operation • A range of storage areas
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Evidence Guide	
Critical Aspects of Competence	<p>Demonstrates knowledge and skills to:</p> <ul style="list-style-type: none"> • Follow workplace procedures for hazard identification and risk control • Contribute to arrangements for the management of occupational health and safety • Complete occupational health and safety records
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant OHS procedures and guidelines • Risks when using manually-operated equipment to shift loads and related precautions to control the risk • Reporting procedures in regard to unsafe situations, fire hazards, broken or damaged equipment or fittings, sickness and accidents • Location and use of safety alarms, manifests, emergency shut-off systems, emergency communication systems • Signs and signals used for OHS warnings • Terms used in material safety data sheets (where relevant) • HAZ MAT symbols and implications for safe work and storage • Storage and use of hazardous substances • Handling of broken or damaged equipment • Manual and mechanically assisted lifting and load shifting procedures • Transport requirements for goods within workplace • Emergency and evacuation procedures • Housekeeping standards and procedures required in the workplace • Site layout and obstacles
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when following OHS procedures • Read and interpret relevant safety-related information including safety labels, instructions for safe work, relevant material safety data sheets, workplace procedures and codes of practice • Identify containers and goods coding, DG and Labeling\ markings and where applicable emergency information panels • Interpret and follow operational instructions and prioritize work • Complete documentation related to OHS in the workplace

	<ul style="list-style-type: none"> • Operate electronic communication equipment to required protocol • Estimate the size shape and special requirements of loads • Work collaboratively with others when following OHS procedures • Adapt appropriately to cultural differences in the workplace, including modes of behaviors and interactions with others • Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when following OHS procedures in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unanticipated situations that may occur when following OHS procedures • Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities • Carry out work activities in terms of planned schedule • perform activities depending on differing operational contingencies, risk situations and environments • Apply fatigue management knowledge and techniques • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Operate and adapt to differences in equipment in accordance with standard operating procedures • Select and use required personal protective equipment conforming to industry and OHS Standards
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Transport and Logistics Services Level I	
Unit Title	Adapt to Work Requirements in the Transport and Logistics Industry
Unit Code	EIS FTS1 02 0913
Unit Descriptor	This unit involves the skills and knowledge required to adapt to work requirements in the transport and logistics industry. It serves as an introduction to all sectors of the transport and logistics industry and includes the application of industry and workplace guidelines and procedures in a day-to-day work context as well as appropriate work behaviour. The elements of this unit should always be assessed in conjunction with other units that form part of a specified job function.

Elements	Performance Criteria			
1. Manage one's own learning	<p>1.1 One's personal goals or vision are considered and articulated.</p> <p>1.2 Opportunities for learning new ideas and techniques in relation to personal goals are identified.</p> <p>1.3 Personal learning needs and skill gaps are recognized.</p> <p>1.4 Opportunities for skills development activities are identified in liaison with relevant personnel.</p> <p>1.5 A range of learning tools and practices are accessed and applied to the job.</p> <p>1.6 Advantage is taken of on-the-job and off-the-job learning opportunities.</p>			
2. Adapt to and demonstrate appropriate work practice	<p>2.1 Work requirements are identified and interpreted with advice from appropriate persons.</p> <p>2.2 Appropriate dress and behavior is observed in the workplace.</p> <p>2.3 Work and personal priorities are identified and a balance is achieved.</p> <p>2.4 Time management strategies are applied to work duties</p> <p>2.5 Interactions with others is tailored to take into account different backgrounds, cultures and languages.</p>			
3. Work within Organizational requirements	<p>3.1 Organizational requirements and key activities of the workplace are identified.</p> <p>3.2 Relevant workplace policies and guidelines are identified and applied to work undertaken.</p> <p>3.3 The range of Organizational and industry values is identified.</p> <p>3.4 Any uncertainties are discussed with key personnel and clarified.</p>			
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4. Identify industry products and services	<p>4.1 The products provided by the industry are identified.</p> <p>4.2 The services provided by the industry are identified.</p> <p>4.3 Appropriate standards of customer service are identified across each industry.</p> <p>4.4 Quality standards for products and services as identified by the industry are clarified.</p>
5. Identify the sectors in the industry	<p>5.1 The main sectors of the industry, their key activities and the way in which they inter-relate are identified.</p> <p>5.2 The roles and responsibilities of the industry sectors are clarified.</p> <p>5.3 Industry representatives and their roles are understood.</p> <p>5.4 Issues or events impacting on the industry are realized.</p>

Variable	Range
Skill gaps	<p>Are and may include:</p> <ul style="list-style-type: none"> • A range of skills needed for the workplace or for a particular job which are currently not developed within an individual. They are different from an individual's 'personal learning needs' as they are skills specifically relevant and required for a particular job • physical capacity skills • workplace technology skills such as business equipment, computer technology, machinery, hand tools, knives, lifts, security systems • numeracy skills • customer service skills • communication skills such as listening and understanding, speaking clearly/directly, reading, writing • technical skills
Skill development activities	<p>may include:</p> <ul style="list-style-type: none"> • training courses • IT courses • human resources programs • coaching and mentoring programs • having access to a mentor for questions and advice • having the chance to learn a new task or to operate a new piece of equipment or workplace technology • participating in an external or internal training program
Learning tools and practices	<p>may include:</p> <ul style="list-style-type: none"> • learning through note taking • reviewing manuals and training guides • discussion • practice

	<ul style="list-style-type: none"> • observation • trial and error or a combination of any of these
On-the-job opportunities	<p>may include:</p> <ul style="list-style-type: none"> • filling in for a co-worker in a new area • going to talks or seminars arranged by the workplace • shadowing another co-worker in a different area • receiving on-the-job training and supervised practice
Off-the-job opportunities	<p>may include:</p> <ul style="list-style-type: none"> • taking a course with a training provider • going to conferences or seminars • going on site visits with supervisor • participating in workplace social events • participating in community events
Appropriate dress and behavior	<p>may include:</p> <ul style="list-style-type: none"> • personal dress, presentation and hygiene demeanor and attitude displayed to customers and fellow employees
Time management strategies	<p>may include:</p> <ul style="list-style-type: none"> • goal setting • prioritization • planning • overcoming procrastination • dealing with interruptions • organizing your work environment
Organizational requirements	<p>may include:</p> <ul style="list-style-type: none"> • Organizational policies and guidelines • common Organizational practice • performance plans • environmental sustainability policies, procedures and guidelines • OHS policies, procedures and programs
Information and documents	<p>may include:</p> <ul style="list-style-type: none"> • applicable national regulations • standard operating procedures applicable to work role • quality standards applicable to work role
Applicable legislation, regulations and codes	<p>may include:</p> <ul style="list-style-type: none"> • applicable national, state and territory regulations • relevant Ethiopian Standards and related requirements • relevant OHS legislation • relevant environmental protection legislation
Skill gaps	<p>Are and may include:</p> <ul style="list-style-type: none"> • A range of skills needed for the workplace or for a particular job which are currently not developed within an individual. They are different from an individual's 'personal learning needs' as they are skills specifically relevant and required for a particular job • physical capacity skills

	<ul style="list-style-type: none"> • workplace technology skills such as business equipment, computer technology, machinery, hand tools, knives, lifts, security systems • numeracy skills • customer service skills • communication skills such as listening and understanding, speaking clearly/directly, reading, writing • technical skills
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Evidence Guide	
Critical aspects of Competence	<p>Must demonstrate skills and knowledge competence to:</p> <ul style="list-style-type: none"> • Use workplace technology skills where appropriate or required • Follow relevant OHS and environmental protection procedures and responsibilities • Adapt and modify activities depending on differing workplace contexts and environment • Current events, activities and products and services of the transport and logistics industry • Workplace policies, procedures and guidelines, including environmental sustainability aspects • Workplace equipment, tools and other technologies used in the transport and logistics industry, and where and how to obtain information and instructions on their safe use and basic care and servicing
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Current events, activities and products and services of the transport and logistics industry • Workplace policies, procedures and guidelines, including environmental sustainability aspects • Time management strategies and appropriate workplace etiquette • Workplace equipment, tools and other technologies used in the transport and logistics industry, and where and how to obtain information and instructions on their safe use and basic care and servicing • Learning opportunities in the workplace
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • use basic interpersonal and communication skills (including listening and questioning, receiving feedback) • use workplace technology skills where appropriate or required • follow relevant OHS and environmental protection procedures and responsibilities • use time management strategies • adapt and modify activities depending on differing workplace contexts and environment

	<ul style="list-style-type: none"> • apply relevant industrial or other legislative requirements • recognize and adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions among staff and others • recognize limitations, ask for help and seek clarification or information about work requirements and procedures
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Transport and Logistics work Level I	
Unit Title	Demonstrate Care and Apply Safe Practices at Work
Unit Code	EIS FTS1 03 0913
Unit Descriptor	This unit covers the skills and knowledge required to understand, apply and satisfy safe work practices in an industry. It includes following workplace Occupational Health and Safety (OHS) procedures; maintaining personal well-being; reporting on safety of self and others; and dealing with emergency situations. It may apply to OHS requirements and/or internal workplace policies and procedures.

Elements	Performance Criteria
1. Follow workplace OHS procedures	<p>1.1 Relevant OHS, workplace hazard control procedures and safe work practices are identified, interpreted and applied to work.</p> <p>1.2 Workplace procedures for reporting hazards are identified and adhered to in a prompt and efficient manner.</p> <p>1.3 All relevant work activities are undertaken in a safe manner according to OHS guidelines, enterprise policies and procedures.</p> <p>1.4 The work area is assessed regularly and procedures to report, remove or minimize potential hazards are followed.</p> <p>1.5 Personal protection clothing and equipment is correctly used in accordance with established safety and workplace procedures.</p>
2. Maintain personal well-being in the workplace	<p>2.1 Risks to personal well-being which may affect safe performance in the workplace are identified and strategies to prevent them are put into place.</p> <p>2.2 Procedures for maintaining a tidy and clean personal work area are identified, interpreted and followed.</p>
3. Be aware of and report on safety of self and others	<p>3.1 Situations which may endanger the individual or other workers are identified and corrected or reported.</p> <p>3.2 Incidents and injuries to self or others on the job are dealt with in a timely manner and reported to appropriate persons.</p> <p>3.3 Participative arrangements to foster safe working practices are contributed to, as appropriate.</p>
4. Deal with emergency situations	<p>4.1 Emergency situations are recognized and required action is taken within scope of individual responsibility.</p> <p>4.2 Emergency procedures are followed in accordance with Organizational procedures.</p> <p>4.3 Assistance from colleagues and/or other authorities is sought where appropriate.</p>

Variable	Range
Hazard control procedures	may include: <ul style="list-style-type: none"> • emergency, fire and accident procedures • hazard identification and removal or, if this is not possible, establish a hazard control • use of personal protective equipment • relevant manufacturers guidelines relating to the operation and use of equipment • OHS regulations • safe use of mechanical, pneumatic, hydraulic and/or electrical equipment • safe use of chemicals and toxic substances
Safe work practices	may include, but are not limited to: <ul style="list-style-type: none"> • manual handling procedures • correct posture • safe lifting and bending • using appropriate personal protective equipment good hygiene and health maintenance
Workplace hazards	may include: <ul style="list-style-type: none"> • untidy work conditions including poor hygiene practices and unnecessary obstacles and equipment in work areas • sharp instruments, knives or equipment • noise • Hot substances and equipment (stoves, ovens, etc.) • electricity and water • electrical equipment • being careless when using cutting equipment or dealing with heat or hot surfaces • damaged equipment • moving machinery • materials handling • gases and liquids under pressure • working at heights • confined spaces • inappropriate lifting practices • dangerous floor surfaces • movements of equipment, goods, vehicles • chemicals and other harmful substances including fumes and dust • toxic substances • damaged packing material and containers • inflammable materials and fire hazards • waste management and disposal • extremes in weather conditions • unsuitable lighting levels • water hazards and dangerous storage areas

Risk to personal well-being	<p>may include:</p> <ul style="list-style-type: none"> • smoking, alcohol and drug use • lack of sleep • poor diet • lack of exercise • stress • not using appropriate methods when lifting or moving heavy objects • not wearing proper personal protective equipment
Appropriate persons	<p>may include:</p> <ul style="list-style-type: none"> • workplace personnel • supervisors • team leaders • management • OHS personnel • other persons authorized or nominated by the organization
Participative arrangements	<p>may include:</p> <ul style="list-style-type: none"> • workplace meetings, suggestion schemes, regular communications with team leaders and information sessions
Emergency situations	<p>may include:</p> <ul style="list-style-type: none"> • accidents, including those that do not result in injury • overheating equipment • injuries such as cuts, scalds, burns • health conditions such as fainting, asthma attacks, allergic reactions • spills and leakages of harmful gas and liquids • structural failures and breakages • robbery • fire • flooding and power failures or shorts
Personal protection clothing and equipment	<p>may include but are not limited to:</p> <ul style="list-style-type: none"> • gloves • masks • aprons • hair covering • uniform • safety headwear and footwear • safety glasses, two-way radios and high visibility clothing
Information and documents	<p>may include:</p> <ul style="list-style-type: none"> • applicable national, state and territory regulations • standard operating procedures applicable to work role • quality standards applicable to work role
Applicable legislation, regulations and codes	<p>may include:</p> <ul style="list-style-type: none"> • relevant Ethiopian Standards and related requirements • relevant OHS & relevant environmental protection legislation

Evidence Guide	
Critical aspects of Competence	<p>Must demonstrate skills and knowledge competence of applying:</p> <ul style="list-style-type: none"> • relevant legislation and workplace procedures • Procedures related to OHS to be followed in the work area concerned • Workplace hazards and ways to minimize or remove them • Workplace equipment, materials, housekeeping equipment and the processes and precautions for their use • Personal protective equipment relevant to the job and job context • Appropriate hygiene and safety standards
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Applicable national, regulations • Procedures related to OHS to be followed in the work area concerned • Workplace hazards and ways to minimize or remove them • Workplace equipment, materials, housekeeping equipment and the processes and precautions for their use • Personal protective equipment relevant to the job and job context • Appropriate hygiene and safety standards
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • use basic interpersonal and communication skills (including listening and questioning, receiving feedback) • report workplace hazards and occupational health and safety incidents and related action • solve or report problems identified when dealing with safety hazards and applying appropriate hazard control procedures • use required personal protective equipment and clothing and other equipment required when following OHS procedures • recognize limitations and ask for help
Resource Implications	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Follow Security Procedures when Working with Passengers and Personnel
Unit Code	EIS FTS1 04 0913
Unit Descriptor	This unit involves the skills and knowledge required to follow security procedures in the transport and logistics industry. It includes checking and maintaining the security of any passengers, workplace personnel and visitors; identifying and responding to any security threats or situations; and completing all required security records.

Elements	Performance Criteria
1. Maintain security of passengers, workplace personnel and visitors	<p>1.1 In transport and logistics enterprise, security checks of passengers, workplace personnel and visitors are carried out in accordance with workplace security program and procedures and within limits of role and responsibilities.</p> <p>1.2 Precautions and security measures aimed at protecting the security of passengers, workplace personnel and visitors are followed in accordance with workplace security procedures and applicable security regulations.</p> <p>1.3 Signs of suspicious behavior of passengers or other personnel are recognized and reported promptly to designated personnel in accordance with workplace security procedures.</p> <p>1.4 Any breaches of security requirements for passengers, workplace personnel and visitors are reported promptly to designated personnel in accordance with workplace procedures.</p> <p>1.5 Personal protection equipment are organised in accordance with the work place procedure.</p>
2. Identify a security threat or situation	<p>2.1 Signs of security threats are recognized and investigated where applicable in accordance with workplace security procedures.</p> <p>2.2 Security threat or situation is promptly identified, assessed and reported in accordance with workplace security procedures.</p> <p>2.3 Implications of the security threat or situation are evaluated in accordance with workplace security procedures.</p> <p>2.4 Relevant personnel are alerted to the security threat or situation as required within workplace security.</p> <p>2.5 Communications are maintained with relevant personnel to determine appropriate course of action.</p>

<p>3. Respond to a security threat or situation</p>	<p>3.1 Response to an identified security threat or situation is in accordance with workplace security procedures, received information, regulatory requirements and emergency response plan where relevant.</p> <p>3.2 Security threats or incidents are handled appropriately in accordance with established response plan and within limits of responsibility and duty of care.</p> <p>3.3 Responsibilities are fulfilled in accordance with workplace security procedures and regulatory requirements.</p> <p>3.4 Assistance is provided while work is performed in controlling the site both prior to and following arrival of security and/or emergency services.</p> <p>3.5 In the case of a security threat or emergency, assistance is provided to other staff and emergency services personnel conducting an initial survey of the scene.</p> <p>3.6 Directions of the controlling security/emergency authority are followed and all possible assistance is provided in response to those directions.</p>
<p>4. Maintain security records</p>	<p>4.1 Records of security checks and precautions are kept as applicable in accordance with workplace security procedures.</p> <p>4.2 Reports of security incidents or threats are completed as applicable in accordance with workplace security procedures.</p>

Variable	Range
<p>Transport and logistics enterprises</p>	<p>May involve:</p> <ul style="list-style-type: none"> • warehousing and distribution • road transport • rail transport • freight forwarding and customs broking • multimodal transport and logistics
<p>Security measures</p>	<p>May include:</p> <ul style="list-style-type: none"> • security guards at access points and gates to secured areas • locked doors, gates and fences • use of personal electronic access cards • recording of carrier and vehicle registration details at gates and checkpoints • bag check points • escorts for visitors in restricted areas • access control into and out of restricted security areas • use of ID cards • video surveillance equipment • X-ray screening of passengers, workplace personnel and visitors

	<ul style="list-style-type: none"> Explosives Trace Detection (ETD) screening of passengers, workplace personnel and visitors screening of passengers, workplace personnel and visitors using hand-held and walk through magnetometers
Workplace procedures	<p>May be called:</p> <ul style="list-style-type: none"> standard operating procedures company procedures enterprise procedures organizational procedures established procedures
Personal protection equipment	<p>May include:</p> <ul style="list-style-type: none"> gloves safety headwear and footwear eye and ear protection safety glasses two-way radios high visibility clothing
Communication	<p>May include:</p> <ul style="list-style-type: none"> phone radio fax email electronic data transfer (EDI) internet oral, aural or signed communications
Work	<p>May be conducted:</p> <ul style="list-style-type: none"> in a range of work environments by day or night in large, medium or small transport terminals and storage facilities remote airfields on vehicles, trains, and vessels
Security procedures	<p>May be aimed at preventing or identifying:</p> <ul style="list-style-type: none"> persons trespassing on security zones and restricted areas unauthorized airside access at security controlled airports and airfields carriage or storage of prohibited goods the carriage of improvised explosive devices smuggling of goods acts or threats of terrorism hijacking of a vehicle, train, craft or vessel extortion assault fraud, vandalism and graffiti
Applicable regulations and legislation	<p>May include:</p> <ul style="list-style-type: none"> Ethiopian transport security legislation and regulations

	<ul style="list-style-type: none"> • Ethiopian and international codes of practice and regulations relevant to the secure transport of passengers • workplace security procedures and related policies and procedures • workplace standard operating procedures and policies • signs and instructions pertaining to security matters • operations manuals, job specifications and induction documentation • manufacturers specifications for equipment • supplier and/or client instructions
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Evidence Guide	
Critical Aspects of Competence	<p>Must demonstrate skills and knowledge competence to:</p> <ul style="list-style-type: none"> • communicate effectively with others when following security procedures • read and interpret instructions, procedures, applicable regulatory requirements, labels, markings, id cards and other information relevant to workplace security in the transport and logistics industries • complete required documentation and reports related to security procedures • identify and solve and/or report problems that arise when following security procedures • modify activities depending on differing workplace contexts, risk situations and environments • apply procedures for security checks and precautions as per limits of role and responsibilities • recognize signs of security threats and situations • promptly report and/or rectify any identified problems that may arise when following security procedures in accordance with regulatory requirements and workplace procedures • follow security threat/incident response plan and procedures • select and use relevant communications and other equipment required when following security procedures • select and use required personal protective clothing and equipment conforming to industry and OHS standards
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Applicable transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines • Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies • Relevant quarantine regulations and requirements • Relevant OHS and environmental protection procedures and guidelines

	<ul style="list-style-type: none"> • Common security threats and incidents that may occur in transport, logistics and allied industries, and related roles and responsibilities of personnel when reporting them and responding to them • Applicable measures for the securing of transport terminals, storage facilities, vehicles, trains, aircraft and/or vessels • Signs of pillaging and theft • Signs of suspicious behavior of passengers and other personnel • Precautions and procedures aimed at protecting the security of passengers, workplace personnel and visitors • Focus of operation of work systems, equipment, management and site operating systems when carrying out operations in the transport and logistics industries • Common security problems that may occur when carrying out operations in the transport and logistics industries, and action that can be taken to address and resolve the problems • Relevant documentation and reporting requirements • Layout of worksite, vehicle, vessel, train or aircraft and operating procedures • Procedures for operating any electronic communications equipment with required protocol 		
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communicate effectively with others when following security procedures • read and interpret instructions, procedures, applicable regulatory requirements, labels, markings, id cards and other information relevant to workplace security in the transport and logistics industries • complete required documentation and reports related to security procedures • work collaboratively with others when following security procedures • identify and solve and/or report problems that arise when following security procedures • modify activities depending on differing workplace contexts, risk situations and environments • adapt to differences in equipment, facilities, cargo and passengers • apply procedures for security checks and precautions as per limits of role and responsibilities • recognize signs of pillage and theft • recognize signs of security threats and situations • promptly report and/or rectify any identified problems that may arise when following security procedures in accordance with regulatory requirements and workplace procedures • follow security threat/incident response plan and procedures 		
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	<ul style="list-style-type: none"> • work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • select and use relevant communications and other equipment required when following security procedures • Select and use required personal protective clothing and equipment conforming to industry and OHS standards
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Load , Unload and Secure Baggage/Freight
Unit Code	EIS FTS1 05 0913
Unit Descriptor	This unit involves the skills and knowledge required to load/unload and secure freight/baggage in accordance with workplace procedures, aircraft manufacturer's instructions and regulatory Requirements. It includes using in-hold aircraft loading systems and procedures to load/unload, stow and secure freight/baggage on any transport modes and identifying, responding and reporting any malfunctions with loading system and/or problems in the loading/unloading, stowing and securing of Freight/baggage.

Elements	Performance Criteria
1. Use in-hold loading system to load/unload and stow freight/ baggage onto an carrier	<p>1.1 Pre-operational checks of carrier loading/unloading systems are conducted in accordance with workplace procedures.</p> <p>1.2 Carrier loading/unloading system is prepared for operation in accordance with workplace procedures and manufacturers' instructions.</p> <p>1.3 In-hold aircraft loading/unloading system is used to facilitate loading/unloading and stowing of in-hold freight/baggage in accordance with workplace procedures, aircraft loading instruction report and/or aircraft load/trim sheet and regulatory requirements so as to avoid any damage and/or hazards.</p> <p>1.4 The loading and securing of freight and baggage in the work place is in a range of work environment and time.</p> <p>1.5 Performances may be demonstrated in a simulated in hold loading operation and/or loading and securing.</p> <p>1.6 Proper protective equipments\devices are used in work places at all time.</p> <p>1.7 Appropriate persons shall be consulted during the loading\unloading operation.</p>
2. Stow and secure freight/baggage onto an carrier	<p>2. 1 Correct manual handling techniques and procedures are used when stowing freight/baggage in/on carrier in accordance with OHS requirements.</p> <p>2. 2 Freight/baggage is secured and restrained in carrier in accordance with workplace procedures, information and/or documents, aircraft manufacturers' instructions and regulatory requirements.</p>

	<p>2. 3 Cargo hold door/s is/are secured in accordance with workplace procedures, carrier manufacturers' instructions and regulatory requirements.</p> <p>2. 4 Security seals are placed on aircraft cargo hold door/s when required in accordance with workplace procedures and regulatory requirements.</p>
3. Respond to problems in loading freight/baggage onto an carrier	<p>3.1 A problem in loading/unloading, stowing and securing freight/baggage in the carrier hold is correctly and promptly identified and an appropriate solution is determined in conjunction with other team members and/or load supervisor/team leader in accordance with workplace procedures and regulatory requirements.</p> <p>3.2 Any malfunction of carrier loading/unloading system is correctly and promptly identified and appropriate action is taken to rectify and/or report the problem in accordance with workplace procedures and regulatory requirements.</p> <p>3.3 Where an identified problem cannot be readily resolved by the load team, it is reported and referred to appropriate personnel.</p>

Variable	Range
Carrier	<p>May include</p> <ul style="list-style-type: none"> • Public transport vehicles • Road transport liquid and dry freight vehicles • trains • Ships • Aircraft
Freight/baggage	<p>may be carried out:</p> <ul style="list-style-type: none"> • in any allowable operating and weather conditions • at international airports, domestic airports, regional airports and remote airfields • In relation to any carrier types. • in accordance with relevant regulatory and operational Requirements <p>May include but not limited to:</p> <ul style="list-style-type: none"> • unaccompanied baggage • Unit Load Device (ULD) loaded with freight/baggage • containers/pallets loaded with freight/baggage • empty unit load Devices. • cargo/freight in/on any mode of transport • loose freight • live freight • allowable dangerous goods • fragile and perishable goods • valuables

	<ul style="list-style-type: none"> • carrier components • mail • diplomatic items • human remains 		
Hazards	<p>may occur when but not limited to:</p> <ul style="list-style-type: none"> • incorrect lifting and maneuvering techniques (manual handling) for the types of freight/baggage concerned, usually in aircraft cargo hold confined spaces • heavy freight/baggage • overweight freight/baggage • incorrectly labeled freight/baggage • falling freight/baggage • poorly stacked/stowed/secured freight/baggage • freight/baggage of unusual shape or physical size • freight/baggage containing illegal substances • freight/baggage containing dangerous goods (both declared and/or undeclared) • freight/baggage found to be a security risk • moving equipment within hold (where applicable) including belt loaders • uneven surfaces or gaps in the floor of the aircraft hold • protruding surfaces in the aircraft's bulkhead and hold structures • noise • dust • fire • climatic conditions/extreme temperature 		
Performance	<p>may be demonstrated in:</p> <ul style="list-style-type: none"> • appropriately simulated in-hold loading situations, and/or • when loading and securing freight/baggage onto a carrier 		
Protective equipment	<p>may include but is not restricted to:</p> <ul style="list-style-type: none"> • hearing protection • safety gloves • ear plugs • safety footwear • safety glasses • protective clothing • high visibility clothing • sun protection 		
Persons	<p>consulted during the loading/unloading and securing of aviation freight/baggage may include</p> <ul style="list-style-type: none"> • load supervisors, team leaders and managers • load controllers • aircrew • check-in staff • ground support staff 		
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	<ul style="list-style-type: none"> • technical staff • other members of the freight/baggage loading and ramp teams
Procedures	<ul style="list-style-type: none"> • company procedures • regulatory bodies requirement
Information/documents may include:	<ul style="list-style-type: none"> • relevant sections of transport and traffic Safety Regulations and sea, air and land transport Orders pertaining to the loading and securing of freight/baggage in any mode • workplace procedures and instructions and job Specification • aircraft , train , ship, and vehicles load instruction report • load manifests • air ways, land and sea transport bills • procedures for handling special freight/baggage such as live freight, dangerous goods, oversized baggage, fragile freight/baggage and perishable freight/baggage • pre/post operational equipment checklists • equipment logs/records • OHS regulations • emergency procedures • flight schedules and gate allocations • manufacturers specifications and instructions for the in hold loading system for the aircraft type • induction and training materials • conditions of service, and industrial/workplace agreements and awards

Evidence Guide	
Critical aspects of Competence	Demonstrate knowledge and skills to: <ul style="list-style-type: none"> • Use loading system to load and stow freight/baggage onto any carrier • Stow and secure freight/baggage onto a carrier • Respond to problems in loading freight/baggage onto a carrier
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: <ul style="list-style-type: none"> • Relevant sections of transport and traffic Safety Regulations and transport authority and traffic, IATA , MTO Orders • Relevant OHS and environmental procedures and regulations • Principles for the safe and effective handling, loading and securing of freight/baggage into an aircraft cargo hold • Principles and procedures relevant to trimming and balancing the load on any carrier • Purpose, use and interpretation of carrier load instruction reports. • Features and differences of in-hold loading systems used in various carrier types • Workplace procedures for loading and securing freight/baggage onto any carrier

	<ul style="list-style-type: none"> • Layout of airport and location of aircraft gates • Relevant local instructions pertaining to the operation of in-hold loading systems and the loading of aircraft cargo holds • Manufacturer’s instructions for relevant in-hold loading systems • Risks that exist when loading and securing aviation freight/baggage, and related risk control procedures and precautions • Problems that may occur when loading and securing aviation freight/baggage, and appropriate action that should be taken in each case 		
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when loading and securing any carrier freight/baggage • Read and interpret instructions, regulations, procedures and other information relevant to loading and securing any carrier freight/baggage • Interpret and follow operational instructions and prioritize work • Complete documentation related to loading and securing any carrier freight/baggage • Operate electronic communication equipment to required protocol • Work collaboratively with others when loading and securing aviation freight/baggage • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems that may occur when loading and securing aviation freight/baggage in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unexpected events that may arise when loading and securing any carrier freight/ baggage • Apply precautions and required action to minimize, control or eliminate hazards that may exist during the loading/unloading and securing of any carrier freight • Carry out and anticipate operational problems and hazards and take appropriate action • Carry out work activities in terms of planned schedule • Perform activities dependent on differing workplace contingencies, situations and environments • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Adapt to differences in equipment and operating environment in accordance with standard operating procedures • Select and use required personal protective equipment conforming to industry and OH & S standards • Implement OHS procedures and relevant regulations 		
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	<ul style="list-style-type: none"> Identify and correctly use equipment required to load/unload and secure any carrier freight/baggage
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> Interview / Written Test Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Secure Cargo
Unit Code	EIS FTS1 06 0913
Unit Descriptor	This unit involves the skills and knowledge required to secure cargo including preparing to secure cargo/containers, lashing and unlash cargo, protecting cargo from weather, and packing and unpacking cargo. It may apply in cargo securing contexts in the stevedoring, transport, distribution and allied industries.

Elements	Performance Criteria
1. Prepare to secure cargo/containers	<p>1.1 Work area is prepared and maintained in accordance with the national standards, safety codes and site operating procedures.</p> <p>1.2 Unsafe work practices and/or equipment are reported to appropriate personnel.</p> <p>1.3 Appropriate clothing, equipment and fittings are selected.</p> <p>1.4 Formwork is erected where no lashing points exist.</p> <p>1.5 Lashing plan is read and interpreted information documents.</p>
2. Lash and unlash cargo	<p>2.1 Work is conducted in accordance with industry standards, statutory requirements, safety codes, site operating requirements and any special requirements of the cargo.</p> <p>2.2 Lashing points are identified and appropriate fittings and lashing equipment are used for each lashing point.</p> <p>2.3 Cargo is lashed and secured to lashing points ensuring the correct spread of lashings and that lashings are secured, attached and tensioned.</p> <p>2.4 Pensioners are securely fastened.</p> <p>2.5 When unlash fittings are released, disconnected and removed from the cargo.</p> <p>2.6 Lashing equipment is placed in designated storage areas or cleared from communication in the work area.</p> <p>2.7 Lashing/unlash operations are made ensure no injury to personnel or damage to machinery or cargo.</p> <p>2.8 Lashing is completed in accordance with lashing plan.</p>
3. Protect cargo from weather	<p>3.1 Cargo is covered / uncovered safely ensuring appropriate covering and lashing.</p> <p>3.2 Appropriate personal protective equipment is worn according to work place procedures.</p>

	3.3 Work is conducted in accordance with the requirements of national standards, safety codes and site operating workplace procedures.
4. Pack and unpack cargo	<p>4.1 Cargo hazard is identified and reported following enterprise procedures.</p> <p>4.2 Cargo is sorted and stacked prior to packing or after unpacking, ensuring the stack is in the correct location, in accordance with national standards, safety codes, and site operating procedures.</p> <p>4.3 Cargo is identified through the interpretation of marks, signs, labels or numbers.</p> <p>4.4 Tight stow of cargo is maintained.</p> <p>4.5 Cargo is handled ensuring no injury to personnel or damage to cargo or equipment.</p>

Variable	Range
Work	<p>may be conducted:</p> <ul style="list-style-type: none"> • in a range of work environments • by day or night • limited or restricted spaces • exposed conditions • controlled or open environments • at height • in a work box or work cage
Equipment	<p>may include:</p> <ul style="list-style-type: none"> • twist locks • hooks • lashing rods (bars) equipment • turn handles (keys) • screws • clamps • booms • cones • chocks • racks • lashings • ropes • chains
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • goods identification numbers and codes • manifests, bar codes, and container identification/serial number • Ethiopian and international codes of practice and regulations relevant to the securing of cargo

	<ul style="list-style-type: none"> • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturers specifications for equipment • workplace procedures and policies • supplier and/or client instructions • dangerous goods declarations and material safety data sheets (where applicable) • award, enterprise bargaining agreement, other industrial arrangements • relevant Ethiopian standards and certification requirements • quality assurance procedures emergency procedures
Cargo	<p>may include:</p> <ul style="list-style-type: none"> • goods with specialist requirements, including temperature controlled goods and dangerous goods
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • phone • radio • oral or signed communications
Covers	<p>may include:</p> <ul style="list-style-type: none"> • rain, sun and dust covers
Personal protective equipment	<p>may include exposure to:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing • high visibility clothing • full arrest safety harness
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • Organizational procedures • established procedures
Hazards	<p>may include:</p> <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods and materials
Personnel	<p>May include:</p> <ul style="list-style-type: none"> • workplace personnel • site visitors • contractors • official representatives

Applicable regulations and legislation	<p>May include:</p> <ul style="list-style-type: none"> • IMO Dangerous Goods codes and regulations • relevant national/regional OHS and environmental protection legislation • workplace relations regulations • workers compensation regulations
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Evidence Guide	
Critical aspects of Competence	<p>Must demonstrate skills and knowledge competence to:</p> <ul style="list-style-type: none"> • Problems that may occur when securing cargo. and appropriate action that can be taken to resolve the problems • Apply Ethiopian and international standards, codes and regulations relevant to the securing of cargo including the Ethiopian and International Dangerous Goods Codes • Read and interpret instructions, procedures, information signs and labels relevant to securing cargo • Identify, select and use relevant equipment, processes and procedures when securing cargo • Select and use required personal protective equipment conforming to industry and OHS standards
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Procedures for managing and controlling hazardous situations when carrying out work activities • The marking and numbering systems for cargo • Problems that may occur when securing cargo. and appropriate action that can be taken to resolve the problems • Focus of operation of work systems, equipment, and management and site operating systems for the securing of cargo. • Workplace procedures and policies for the securing of cargo or freight • Ethiopian and international standards, codes and regulations relevant to the securing of cargo including the Ethiopian and International Dangerous Goods Codes • Relevant bond, quarantine or other legislative requirements • Relevant handling and safety codes • Relevant OHS and environmental procedures and regulations
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when securing cargo or freight • Read and interpret instructions, procedures, information signs and labels relevant to securing cargo. • Identify cargo, container and goods, coding, IMDG markings and where applicable emergency information panels • Interpret and follow operational instructions and prioritize work • Receive, acknowledge and send messages with available communications equipment

	<ul style="list-style-type: none"> • Complete documentation related to the securing of cargo. • Work collaboratively with others when securing cargo. • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unplanned events • Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Apply fatigue management knowledge and techniques • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Identify, select and use relevant equipment, processes and procedures when securing cargo. • Operate and adapt to differences in cargo handling equipment in accordance with standard operating procedures • Use the lashing and protection equipment • Select and use required personal protective equipment conforming to industry and OHS standards
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Clean Transportation Units and Facilities for Passenger Use
Unit Code	EIS FTS1 07 0913
Unit Descriptor	This unit involves the skills and knowledge required to clean transportation units and facilities for passenger use in accordance with workplace and regulatory requirements. It includes identifying and preparing for cleaning; cleaning the facility or unit; identifying any minor maintenance requirements of transportation units and facilities; and completing all work requirements.

Elements	Performance Criteria
1. Identify and prepare for cleaning	<p>1.1 Transportation units and facilities are inspected for hygiene and cleanliness on an ongoing basis.</p> <p>1.2 Customer complaints regarding lack of hygiene and cleanliness within transport units and facilities are investigated.</p> <p>1.3 Transport units or areas requiring cleaning and the nature of the material to be cleaned is identified to determine appropriate response and to be worked up on.</p> <p>1.4 Cleaning procedures are identified and cleaning materials and personal protective equipment are organized in accordance with workplace procedures.</p> <p>1.5 Areas that require cleaning that breach OHS regulations or workplace standards are cordoned off to prevent access by staff and customers.</p>
2. Clean facility or unit	<p>2.1 Transportation units and facilities are cleaned or detailed to workplace standards.</p> <p>2.2 Cleaning equipment is operated in accordance with OHS regulations, codes of practice, and workplace procedures.</p> <p>2.3 Chemicals are used in accordance with OHS legislation, codes of practice, information and procedures.</p> <p>2.4 Hazardous and general waste is removed in accordance with OHS regulations, codes of practice and workplace procedures</p>
3. Identify minor maintenance requirements of transportation units and facilities	<p>3.1 Transport units and facilities are inspected to identify maintenance requirements.</p> <p>3.2 Minor maintenance of the transport units and facilities is conducted in accordance with the workplace policies and procedures.</p> <p>3.3 Minor maintenance actions are reported in accordance with workplace procedures.</p>

	3.4 Further maintenance requirements of transport units or facilities are reported through several communication units in accordance with workplace procedures.
4. Complete the work	<p>4.1 Cordoned off area is re-opened for use when safe for customer access.</p> <p>4.2 Transportation units/facilities cleanliness and appearance is verified prior to the unit being released for service.</p> <p>4.3 Stocks of cleaning equipment are monitored and replenished as required.</p>

Variable	Range
Transportation units	May include: <ul style="list-style-type: none"> • rail carriages, buses, coaches, ferries and other transport units
Facilities	could include: <ul style="list-style-type: none"> • hard floor (internal) • soft floor • ceiling surfaces and fittings • external surfaces • hard floor (external) • glass surfaces • internal surfaces • furniture and fittings • seats • hard surfaces (e.g. metal, tiled)
Transportation units	May include: <ul style="list-style-type: none"> • passenger aircrafts/vehicles/carriages/vessels owned leased or hired for which the organization is responsible for cleaning
Personal protective equipment	May include: <ul style="list-style-type: none"> • gloves • eye and ear protection • fume protection • safety headwear and footwear • high visibility clothing
Cordoned off	May include: <ul style="list-style-type: none"> • portable barriers • gate closure • wickets hats • designated tape • signage
Cleaning equipment	May include: <ul style="list-style-type: none"> • vacuum cleaner • steam cleaners • mop and bucket • polisher

	<ul style="list-style-type: none"> • broom • hose • shampoo unit • shovel • squeegees • extension poles • specialized cleaning unit • remote controlled cleaning unit • special containers for syringes
Chemicals	<p>Include:</p> <ul style="list-style-type: none"> • all types of active and passive materials/agents used for cleaning within the organization's transportation units and facilities
Hazardous waste	<p>Includes:</p> <ul style="list-style-type: none"> • all materials/agents/items/objects that are identified under the relevant acts, regulations or codes
Hazards	<p>May include exposure to:</p> <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances
Workplace procedures	<p>May include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Reporting	<p>May include:</p> <ul style="list-style-type: none"> • verbal communication • written communication
Communication	<p>May include:</p> <ul style="list-style-type: none"> • phone • radio • oral, aural or signed communications
Facilities	<p>May include:</p> <ul style="list-style-type: none"> • any premises owned, leased or hired and used by the transport system's internal and external customers
Information/documents	<p>May include:</p> <ul style="list-style-type: none"> • workplace procedures and policies for the cleaning of transportation units and facilities for passenger use • safety management systems/plans • work instructions, inspection reports, works orders, job description, and induction materials • manufacturers specifications for equipment/materials • Material Safety Data sheets (MSDS) • relevant OHS and environmental protection requirements and policies

	<ul style="list-style-type: none"> • relevant codes of practice including the National Standards for Manual Handling, the Industry Safety Code and the Ethiopian Dangerous Goods(EDG) Code • relevant health and hygiene legislation, regulations and related documentation • award, enterprise bargaining agreement and other industrial arrangements • customer service and quality assurance procedures • emergency procedures
Work	<p>May be conducted in:</p> <ul style="list-style-type: none"> • a range of work environments • by day or night
Applicable regulations and legislation	<p>May include:</p> <ul style="list-style-type: none"> • relevant codes and regulations pertaining to the cleaning of transportation units and facilities for passenger use, including health and hygiene regulations and the EDG Code • relevant OHS legislation • relevant environmental protection legislation • workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation • workers compensation regulations

Evidence Guide

Critical Aspects of Competence	<p>Must demonstrate skills and knowledge competence to:</p> <ul style="list-style-type: none"> • apply the underpinning knowledge and skills • apply relevant legislation and workplace procedures in reference to cleaning vehicles for passenger use • demonstrate an understanding of the OHS requirements for cleaning transportation units • demonstrate an understanding of the OHS requirements for cordoning off an area to the public when cleaning transportation units • read and interpret instructions, procedures, information and signs relevant to the cleaning of transportation units and facilities • interpret and follow operational instructions and prioritize work • complete documentation related to work activities • apply precautions and required action to minimize, control or eliminate hazards that may exist when cleaning transportation units and facilities • monitor work activities in terms of planned schedule • modify activities depending on differing operational contingencies, risk situations and environments • work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • select and safely use relevant equipment and materials, and personal protective equipment 			
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	<ul style="list-style-type: none"> • select and use required conforming to industry and OHS standards • select, mix and apply appropriate cleaning materials • handle and store hazardous substances and materials 		
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • regulations relevant to the cleaning of transportation units and facilities for passenger use including, where relevant, the edg code and relevant health and hygiene requirements • relevant OHS and environmental protection procedures and guidelines • workplace procedures and policies for the cleaning of transportation units and facilities for passenger use, including the discharging of waste and the charging of water containers • focus of operation of work systems, equipment, management and site operating systems for the cleaning of transportation units and facilities for passenger use • equipment, chemicals and materials used during the cleaning of transportation units and facilities for passenger use, and the precautions and procedures that should be followed in their use • problems that may occur when cleaning transportation units and facilities, and appropriate action that can be taken to resolve the problems • documentation and record requirements • communication requirements when cleaning transportation units and facilities, including radio operation • housekeeping standards procedures required in the workplace • site layout 		
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communicate effectively with others when cleaning transportation units and facilities • read and interpret instructions, procedures, information and signs relevant to the cleaning of transportation units and facilities • interpret and follow operational instructions and prioritize work • complete documentation related to work activities • operate electronic communication equipment to required protocol • work collaboratively with others when cleaning transportation units and facilities • adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • promptly report and/or rectify any identified problems, faults or malfunctions that may occur when cleaning transportation units and facilities in accordance with regulatory requirements and workplace procedures 		
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	<ul style="list-style-type: none"> • apply precautions and required action to minimize, control or eliminate hazards that may exist when cleaning transportation units and facilities • monitor work activities in terms of planned schedule • modify activities depending on differing operational contingencies, risk situations and environments • work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • operate and adapt to differences in equipment in accordance with standard operating procedures • select and safely use relevant equipment and materials when cleaning transportation units and facilities • select and use required personal protective equipment conforming to industry and OHS standards • select, mix and apply appropriate cleaning materials • handle and store hazardous substances and materials
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Use, Clean and Maintain Towing Equipment
Unit Code	EIS FTS1 08 0913
Unit Descriptor	This unit involves the skills and knowledge required to use, clean and maintain towing equipment in accordance with workplace requirements. It includes carrying out pre-operation checks on equipment, carrying out basic routine servicing of the equipment, using the towing equipment, cleaning the equipment, and recording and reporting the results of checks in accordance with workplace procedures.

Elements	Performance Criteria
1. Visually inspect vehicle and towing equipment	<p>1.1 Towing vehicle and equipment are visually inspected prior to operations as per standard pre-operational functional and safety check procedures and manufacturers specifications.</p> <p>1.2 Aspects of vehicle or equipment found to be faulty or outside manufacturers or workplace specifications are reported to designated customers for appropriate action.</p> <p>1.3 Purpose of equipment inspection is to ensure full operation.</p>
2. Check vehicle and towing equipment for operational capability	<p>2.1 Towing vehicle and equipment are checked to ensure that they can be operated in accordance with manufacturers specifications and standard operating procedures.</p> <p>2.2 Safety systems are all checked for operational effectiveness.</p> <p>2.3 Routine servicing checks and lubrication checks of the tow truck and its equipment are carried out in accordance with the service schedule for the vehicle and the equipment concerned.</p>
3. Identify and assess impact of faults on towing operations	<p>3.1 The effect of any identified faults on the operation of the towing vehicle and equipment is assessed.</p> <p>3.2 Faulty equipment or components that may affect the safe operation of the vehicle and equipment are isolated, tagged and reported to the appropriate personnel for rectification.</p>
4. Use towing equipment on vehicle	<p>4.1 Towing equipment works in accordance with manufacturers' specifications and regulatory requirements.</p> <p>4.2 In towing situation the attachment points used in the towing operation and the weight of the vehicle being towed or load being carried are checked to ensure that they are consistent with established towing practice, regulatory requirements and the permissible safe working loads for the tow truck and its associated towing equipment.</p>

	<p>4.3 Safety precautions are followed when using the towing equipment on a tow truck in accordance with standard operating procedures and occupational health and safety requirements.</p> <p>4.4 Personal protective equipment is worn in accordance with standard operating procedures and occupational health and safety requirements</p>
5. Clean towing vehicle and its equipment	<p>5.1 Appropriate cleaning process is selected for type of towing vehicle and its equipment in accordance with standard operating procedures.</p> <p>5.2 Cleaning materials are prepared in accordance with manufacturer's instructions and standard operating procedures.</p> <p>5.3 The required personal protective and safety equipment is selected and used in accordance with regulatory requirements and standard operating procedures.</p> <p>5.4 Towing vehicle is cleaned using appropriate cleaning materials and tools as per standard procedures.</p>
6. Record and report results of visual inspection and operational checks	<p>6.1 The results of the visual inspection and operational checks are accurately reported in accordance with regulatory requirements, workplace policy and standard procedures through communication tools.</p> <p>6.2 Records are clear, unambiguous and concisely kept in accordance with workplace procedure.</p> <p>6.3 Clear reference is made to any items which may affect the future safety of the towing vehicle or equipment.</p>

Variable	Range
Safety checks	May be performed: <ul style="list-style-type: none"> on a range of towing vehicles and their associated equipment
Customers	May be: <ul style="list-style-type: none"> vehicle owners operators of expressways, freeways, toll ways or tunnels police and other emergency services personnel local government authorities road traffic authorities owners and operators of equipment elevating work platforms, forklifts, small load shifting equipment, etc.
Purpose of equipment checking and inspection	Is to ensure: <ul style="list-style-type: none"> it is free from damage and faults that may prejudice safety or limit operational capability
Work	May be conducted: <ul style="list-style-type: none"> in a range of towing situations

	<ul style="list-style-type: none"> • by day or night • in a range of weather conditions
Towing situations	<p>May include:</p> <ul style="list-style-type: none"> • vehicle accidents • vehicle breakdowns • expressway breakdowns and accidents • tunnel breakdowns and accidents • carriage of equipment such as elevating work platforms, forklifts, small load shifting equipment, etc.
Personal protective and safety equipment	<p>May include:</p> <ul style="list-style-type: none"> • Gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing (raincoats and vests) • portable fire extinguishers
Towing vehicle	<p>May include:</p> <ul style="list-style-type: none"> • tilt tray tow truck with winch (5 tones, 7.5 tones and 10 tones capacity) • tow truck with crane and cradle • towing vehicle with a detachable self loading table top • articulated drop-deck low loader • trailer
Communication tools	<p>May include:</p> <ul style="list-style-type: none"> • mobile phone • fax • email • internet • RF communications • oral, aural or signed communications
Workplace procedures	<p>May be called:</p> <ul style="list-style-type: none"> • standard operating procedures • company procedures • enterprise procedures • organizational procedures • established procedures
Operational and servicing checks	<p>May be performed by:</p> <ul style="list-style-type: none"> • operating and checking the functionality of various pieces of safety and component equipment (where applicable) • completing a service checklist for the towing vehicle and its equipment
Potential problems	<p>that may be identified during visual inspections and service checks:</p> <ul style="list-style-type: none"> • fluid leaks • low fluid levels • damaged or worn cables and ropes

	<ul style="list-style-type: none"> • broken equipment or parts • cracks, surface or structural faults or other damage • tightness of bolts, fixtures and fittings within specifications
Records and results of pre-operation and operational checks	<p>May include:</p> <ul style="list-style-type: none"> • details of faulty equipment or specific components • action taken • results of checks • completion of a service checklist or schedules • details of repair and maintenance work to be undertaken

Evidence Guide

Critical Aspects of Competence	<p>Must demonstrate skills and knowledge competence in:</p> <ul style="list-style-type: none"> • Regulations and standards relevant to the use, cleaning and servicing of a towing vehicle and its equipment • Relevant OHS and environmental protection procedures and guidelines • Apply standard operating procedures and policies for the use, cleaning and servicing • Read and interpret instructions, procedures and labels relevant to the operation, • Complete documentation related to the operation • Use required personal protective equipment conforming to industry and OHS standards • Select and use relevant equipment, tools and cleaning agents
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • regulations and standards relevant to the use, cleaning and servicing of a towing vehicle and its equipment • relevant OHS and environmental protection procedures and guidelines • standard operating procedures and policies for the use, cleaning and servicing of a towing vehicle and its equipment • focus of operation of work systems, equipment, management and workplace standard operating systems for the use, cleaning and servicing of a towing vehicle and its equipment • the characteristics, capabilities and limitations of the towing vehicle and its equipment • tools, materials and equipment used during the use, cleaning and maintenance of a towing vehicle and its equipment and the precautions and procedures that should be followed in their use • problems that may occur when using, cleaning and servicing a towing vehicle and its equipment and appropriate action that can be taken to resolve the problems • operational safety requirements for the towing vehicle and equipment concerned • documentation and record requirements when using, cleaning and servicing a towing vehicle and its equipment

	<ul style="list-style-type: none"> • housekeeping standards and procedures required when operating and servicing a tow truck and its equipment • hazards that exist when using, cleaning and servicing a towing vehicle cautions and action that should be taken to minimize or eliminate the hazards concerned
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communicate effectively with others when using, cleaning and servicing a towing vehicle and its equipment • read and interpret instructions, procedures and labels relevant to the operation, cleaning and servicing of a towing vehicle and its equipment • complete documentation related to the operation, cleaning and servicing of a towing vehicle and its equipment • work safely and collaboratively with others when using, cleaning and servicing a towing vehicle and its equipment • adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • modify activities depending on differing towing contexts, risk situations and environments • recognize problems concerning the safety and operational capability of the towing vehicle and its equipment and take appropriate action • apply precautions and required action to minimize, control or eliminate hazards that may exist when operating, cleaning and servicing a towing vehicle and its equipment • plan own work including predicting consequences and identifying improvements • Adapt to changes in towing vehicles and associated equipment and procedures • Use required personal protective equipment conforming to industry and OHS standards including the operation of portable fire extinguishers • Select and use relevant equipment, tools and cleaning agents when using, cleaning and servicing a towing vehicle and its equipment
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Shift Materials Safely Using Manual Handling Methods
Unit Code	EIS FTS1 09 0913
Unit Descriptor	This unit involves the skills and knowledge required to shift loads using manual handling methods, including assessing the risks associated with relocating the load, planning the relocation process and carrying out the relocation in accordance with the plan.

Elements	Performance Criteria
1. Assess risks associated with the relocation of the load	<p>1.1 Products, goods or materials to be relocated are identified and assessed for the appropriate method of relocation.</p> <p>1.2 Locations for storage are determined and potential routes to be followed are identified.</p> <p>1.3 Effect of load relocation on original load base is predicted.</p> <p>1.4 Points of balance are estimated.</p> <p>1.5 Required clearances are compared to available space and adjustments are made.</p> <p>1.6 Moving of loose, liquid, dangerous or hazardous cargos are considered in accordance with applicable regulations.</p> <p>1.7 Potential risks are considered in route(s) which may be followed with hazards.</p> <p>1.8 Risks to self, customers and/or personnel are identified arising from the required lifting, load carrying, and set down or movement of the goods.</p> <p>1.9 Manual handling procedures are identified for lifting, lowering and carrying, pushing and pulling.</p> <p>1.10 Team lifting processes are considered for application.</p> <p>1.11 Information about wearing of appropriate personal protective equipment is communicated.</p> <p>1.12 Size is identified to weight ratio of items to be manually handled.</p>
2. Plan load relocation	<p>2.1 Shifting operations are planned consistent with the code of practice for manual handling.</p> <p>2.2 Process is proposed for relocating load including predicting and planning for potential difficulties.</p> <p>2.3 Proposed process is checked against code of practice and workplace procedures for compliance.</p>

3. Relocate load	<p>3.1 Actions are taken for lifting, lowering and carrying, pulling and pushing in accordance with workplace procedures and OHS requirements.</p> <p>3.2 Applications that are appropriate for team relocation of load are identified.</p> <p>3.3 Team lifting tasks are coordinated.</p> <p>3.4 Communication of relocation plan and route is applied.</p> <p>3.5 Materials are set down without damage to goods, personnel or equipment and checked for stability.</p> <p>3.6 Relocation is checked to see that it meets work requirements, with any variance(s) reported.</p> <p>3.7 Communication of shifting and cargo is made.</p>
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Variable	Range			
Materials	may include: <ul style="list-style-type: none"> • goods • large luggage items • baggage items • equipment and tools • cleaning materials • Components and parts of vehicles and equipment such as tires, batteries, lifting gear, etc. • Materials used in the course of work such as drums of fuel, raw materials, packaging, etc. 			
Loads	may include: <ul style="list-style-type: none"> • irregularly shaped • packaged or unpackaged • labeled or unlabeled 			
Applicable regulations	may include: <ul style="list-style-type: none"> • relevant OHS legislation • relevant environmental protection legislation • workplace relations regulations • workers compensation regulations • license, patent or copyright arrangements • dangerous goods regulations 			
Hazards	may include: <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods and materials • weight of items being handled 			
Customers	may include: <ul style="list-style-type: none"> • internal or external • workplace personnel • contractors and official representatives 			
Page 46 of 85	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center;">Ministry of Education Copyright</td> <td style="width: 33%; text-align: center;">Basic Freight Transport and Logistics Services Ethiopian Occupational Standard</td> <td style="width: 33%; text-align: center;">Version: 2 September 2013</td> </tr> </table>	Ministry of Education Copyright	Basic Freight Transport and Logistics Services Ethiopian Occupational Standard	Version: 2 September 2013
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Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • goods identification numbers and codes • manifests, bar codes, goods and container identification • manufacturers specifications for equipment/tools • workplace procedures and policies • supplier and/or client instructions • material safety data sheets • codes of practice including the National Standards for Manual Handling and the Industry Safety Code • relevant legislation, regulations and related documentation • award, enterprise bargaining agreement, other industrial arrangements • standards and certification requirements • quality assurance procedures • emergency procedures
Personal protective equipment	<p>may include :</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Shifting operations	<p>may include:</p> <ul style="list-style-type: none"> • in a range of work environments • by day or night
Workplace procedures	<p>May include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • Organizational and established procedures
Workplaces	may include large, medium or small worksites
Communication	<p>may include:</p> <ul style="list-style-type: none"> • phone • electronic data interchange • fax • email • internet • radio • oral, or signed communications
Work	<p>may include:</p> <ul style="list-style-type: none"> • restricted spaces • exposed conditions and controlled or open environments

Evidence Guide

Critical aspects of Competence	<p>Must demonstrate skills and knowledge competence to:</p> <ul style="list-style-type: none"> • Workplace procedures and policies for manual handling • Risks when manually lifting and handling materials and goods and related precautions to control the risk
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	<ul style="list-style-type: none"> • Site layout and obstacles • Read and interpret instructions, procedures and information relevant to the manual lifting and handling of materials and goods • Implement contingency plans for unexpected situations that may occur when manually lifting and handling materials and goods • Select and use required personal protective equipment conforming to industry and OHS standards
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Relevant OHS procedures and guidelines concerning the manual lifting and movement of loads • Risks when manually lifting and handling materials and goods and related precautions to control the risk, including: <ul style="list-style-type: none"> ➢ the load on the spine during lifting; controlled actions on a movement during lifting; rotation and side movement of the spine during lifting; ➢ postures and positions during lifting; ➢ work layout; the type, weight and position of the load; ➢ frequency of shifting operations; ➢ distance over which load is to be shifted; and time allowed for the shifting of the load • Workplace procedures and policies for manual handling • Housekeeping standards procedures required in the workplace • Site layout and obstacles
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when manually lifting and handling materials and goods • Read and interpret instructions, procedures and information relevant to the manual lifting and handling of materials and goods • Interpret and follow operational instructions and prioritize work • Work collaboratively with others when manually lifting and handling materials and goods • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems that may arise when manually lifting and handling materials and goods in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unexpected situations that may occur when manually lifting and handling materials and goods • Apply precautions and required action to minimize, control or eliminate risks that may exist when manually lifting and handling materials and goods

	<ul style="list-style-type: none"> • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Apply fatigue management knowledge and techniques • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Operate and adapt to differences in loads and materials in accordance with standard operating procedures • Select and use required personal protective equipment conforming to industry and OHS standards
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Maintain and Use Hand Tools
Unit Code	EIS FTS1 10 0913
Unit Descriptor	This unit involves the skills and knowledge required to maintain and use hand tools in accordance with workplace requirements, including selecting and using hand tools to complete workplace tasks, maintaining basic hand tools in accordance with manufacturer's instructions, and securing and storing hand tools in accordance with workplace procedures.

Elements	Performance Criteria
1 Select and use hand tools	<p>1.1 Correct hand tools for work to be carried out are chosen to complete workplace operations and to ensure efficient and safe working conditions.</p> <p>1.2 Appropriate personal safety equipments are used to minimize the risk of personal injury.</p>
2 Maintain hand tools	<p>2.1 Equipment is cleaned and maintained in accordance with manufacturers' materials specifications and/or local instructions to ensure correct functionality of equipment.</p> <p>2.2 Any unserviceable tools are repaired, replaced or reported to relevant personnel to ensure correct functionality applicable regulation and legislation.</p>
3 Secure and store hand tools	<p>3.1 Tools are transported in a safe, secure, efficient manner to minimize environmental hazards and risk of injury to personnel and damage to equipment and information recorded.</p> <p>3.2 Tools are stored and secured according to manufacturers or workplace procedures to prevent damage to, and losses of, equipment.</p>

Variable	Range
Hand tools	may include: <ul style="list-style-type: none"> those required for operations and maintenance
Operations	may include: <ul style="list-style-type: none"> operations conducted at day or night typical weather conditions in confined spaces, exposed conditions and controlled or open environment
Safety equipment	may include: <ul style="list-style-type: none"> high visibility clothing sunscreen and sun glasses insect repellent gloves, safety headwear, mask and footwear

	<ul style="list-style-type: none"> • portable radios • flags and hand lamps • safety glasses and hearing protection • safety devices
Materials	<p>may include:</p> <ul style="list-style-type: none"> • servicing materials such as lubricants • related materials and consumables needed when using tools, e.g. nails, screws, grease, belt, gears, etc.
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant regulations, codes of practice and safe working system requirements • the Code of Practice for the Defined modes of transport in situations where operations are carried out on that mode • relevant OHS legislation • relevant environmental protection legislation • workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation • workers compensation regulation
Environmental hazards	<p>may include:</p> <ul style="list-style-type: none"> • leaking oil and fuel • inappropriate disposal of fluids in drains or sewerage systems • inappropriate disposal of waste and rubbish
Information/records	<p>may include:</p> <ul style="list-style-type: none"> • workplace operational and technical instructions and procedures for the use and care of hand tools • relevant regulations including safety codes of practice and safe working regulations • maintenance checklists and records for the use and servicing of tools • tool/equipment manufacturers instructions, specifications and recommended procedures • precautions and procedures to be adopted to protect the environment when using and maintaining hand tools • OHS procedures • Quality Assurance plans and procedures • data and document control procedures • relevant Ethiopian standards and certification requirements • emergency procedures • award, enterprise bargaining agreement, other industrial arrangements

Evidence Guide

Critical aspects of Competence	<p>Must demonstrate skills and knowledge competence to:</p> <ul style="list-style-type: none"> • explain workplace procedures and policies for the use and maintenance of hand tools 		
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	<ul style="list-style-type: none"> • identify problems that can occur when using and maintaining hand tools and indicate related action that should be taken • identify materials used when using and maintaining hand tools and the procedures and precautions for their care, use and storage • read and interpret instructions, procedures, information, signs and labels relevant to the maintenance and use of hand tools • monitor work activities in terms of planned schedule • identify, select and efficiently and effectively use relevant hand tools and related material 		
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • working system requirements • relevant OHS and environmental procedures and regulations • workplace procedures and policies for the use and maintenance of hand tools • problems that can occur when using and maintaining hand tools and related action that should be taken • materials used when using and maintaining hand tools and the procedures and precautions for their care, use and storage • workplace documentation and records requirements • procedures to be followed in the event of an emergency • relevant sections of regulations, codes of practice and safe Workplace component and material supply system 		
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communicate effectively with others when maintaining and using hand tools • read and interpret instructions, procedures, information, signs and labels relevant to the maintenance and use of hand tools • interpret and follow operational instructions and prioritize work • complete documentation related to the use and maintenance of hand tools • operate electronic communication equipment to required protocols • work both individually and collaboratively with others when maintaining and using hand tools • adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others. • promptly report and/or rectify any identified problems, faults or malfunctions when maintaining and using hand tools in accordance with regulatory requirements and workplace procedures • implement contingency plans for unplanned events • apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities • monitor work activities in terms of planned schedule 		
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	<ul style="list-style-type: none"> • identify, select and efficiently and effectively use relevant hand tools and related materials • modify activities depending on differing operational contingencies, risk situations and environments • work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Operate a Personal Computer
Unit Code	EIS FTS1 11 0913
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to start up a personal computer or business computer terminal; to correctly navigate the desktop environment; and to use a range of basic functions.

Elements	Performance Criteria			
1. Start computer, system information and features	<p>1.1. Workspace, furniture and equipment are adjusted to suit user ergonomic requirements.</p> <p>1.2. Work organization is ensured to meet organizational and Occupational Health and Safety (OHS) requirements for computer operation.</p> <p>1.3. Computer is started or logged on according to user procedures.</p> <p>1.4. Basic functions and features are identified using system information.</p> <p>1.5. Desktop configuration is customized if necessary with assistance from appropriate persons.</p> <p>1.6. Help functions are used as required.</p>			
2. Navigate and manipulate desktop environment	<p>2.1 Features are opened, closed and accessed by selecting correct desktop icons.</p> <p>2.2 Desktop windows are opened, resized and closed by using correct window functions and roles.</p> <p>2.3 Shortcuts are created from the desktop, if necessary, with assistance from appropriate persons.</p>			
1. Organize files using basic directory and folder structures	<p>3.1 Folders/subfolders are created with suitable names.</p> <p>3.2 Files are saved with suitable names in appropriate folders.</p> <p>3.3 Folders/subfolders and files are renamed and moved as required.</p> <p>3.4 Folder/subfolder and file attributes are identified.</p> <p>3.5 Folders/subfolders and files are moved using cut and paste, and drag and drop techniques.</p> <p>3.6 Folders/subfolders and files are saved to appropriate media where necessary.</p> <p>3.7 Folders/subfolders and files are searched for using appropriate software tools.</p> <p>3.8 Deleted folder/subfolders and files are restored as necessary.</p>			
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4. Print information	<p>4.1 Information is printed from installed printer.</p> <p>4.2 Progress of print jobs is viewed and deleted as required.</p> <p>4.3 Default printer is changed if installed and required.</p>
5. Shut down computer	<p>5.1 All open applications are closed.</p> <p>5.2 Computer is shut-down according to user procedures.</p>

Variable	Range
Ergonomic requirements	<p>may include:</p> <ul style="list-style-type: none"> • avoiding radiation from computer screens • chair height, seat and back adjustment • document holder • footrest • keyboard and mouse position • lighting • noise minimization • posture • screen position • workstation height and layout
Work organization	<p>may include:</p> <ul style="list-style-type: none"> • exercise breaks • mix of repetitive and other activities • rest periods • Visual Display Unit (VDU) eye testing
Occupational health and safety requirements	<p>may include:</p> <ul style="list-style-type: none"> • OHS guidelines related to the use of the screen equipment, computing equipment and peripherals, ergonomic work stations, security procedures, customization requirements • statutory requirements
Desktop icons	<p>May include:</p> <ul style="list-style-type: none"> • directories/folders • files • network devices • recycle bin and waste basket
File attributes	<p>May include:</p> <ul style="list-style-type: none"> • dates • size
Appropriate media	<p>may include:</p> <ul style="list-style-type: none"> • CDs • diskettes • local hard drive • other locations on a network • USB/ Flash/Thumb drives • zip disks

Evidence Guide	
Critical aspects of Competence	<p>Must demonstrate skills and knowledge competence of:</p> <ul style="list-style-type: none"> • navigation and manipulation of the desktop environment within the range of assigned workplace tasks • knowledge of Organizational requirements for simple documents and filing conventions • application of simple keyboard functions to produce documents with a degree of speed and accuracy relevant to the level of responsibility required
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as: <ul style="list-style-type: none"> ➤ OHS ➤ basic ergonomics of computer use ➤ main types and parts of computers, and basic features of different operating systems ➤ suitable file naming conventions
Underpinning Skills	<p>Demonstrates skills of:</p> <ul style="list-style-type: none"> • literacy skills to identify work requirements, to comprehend basic workplace documents, to interpret basic user manuals and to proofread simple documents • communication skills to identify lines of communication, to request advice, to effectively question, to follow instructions and to receive feedback • problem-solving skills to solve routine problems in the workplace, while under direct supervision • technology skills to use equipment safely while under direction, basic keyboard and mouse skills and procedures relating to logging on and accessing a computer • basic typing techniques and strategies
Resource Implications	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Carry out Basic Workplace Calculations
Unit Code	EIS FTS1 12 0913
Unit Descriptor	This unit involves the skills and knowledge required to carry out basic routine workplace calculations, including carrying out required mathematical operations; preparing basic estimates of mass, size and volume; and interpreting basic graphical representations of mathematical information. It includes calculations for routine industry-related tasks using manual and electronic processes. It specifically includes the skills and knowledge needed to estimate/calculate manual load shifting requirements.

Elements	Performance Criteria
1. Carry out calculations	<p>1.1 Items are counted singly and in batches and sorted numerically, as required in workplace tasks.</p> <p>1.2 Calculations needed to complete work tasks are performed using the four basic mathematical operation processes of addition, subtraction, multiplication and division.</p> <p>1.3 Calculations involving fractions, percentages and mixed numbers, and using the four basic processes, are performed as required to complete workplace tasks.</p> <p>1.4 The functions of a calculator, numeric keypad or computer are used to perform workplace procedure tasks.</p> <p>1.5 Numerical information /documentation is self-checked and corrected for accuracy.</p>
2. Prepare estimates	<p>2.1 Quantities of materials and resources required to complete a work task are estimated.</p> <p>2.2 The time needed to complete a work activity is estimated.</p> <p>2.3 Accurate estimates for work completion are made.</p>
3. Interpret graphical representations of mathematical information	<p>3.1 Information represented in symbols, diagrams and pictorial representations is recognized.</p> <p>3.2 Graphical representations are interpreted.</p>

Variable	Range
Calculations	<p>may include:</p> <ul style="list-style-type: none"> • those involved in basic routine work functions • occur by day or night and in a variety of work contexts • money • volume • weight

	<ul style="list-style-type: none"> • time • length and distance • area • perimeter • manual techniques • calculator • computer
Mathematical operations	<p>may include:</p> <ul style="list-style-type: none"> • multiplication, division, addition, subtraction • percentages, fractions
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • Organizational procedures • established procedures
Information/documentation	<p>may include:</p> <ul style="list-style-type: none"> • workplace procedures, checklists and instructions • goods identification numbers and codes • operation documents, bar codes, goods and container identification • manufacturers specifications • workplace policies • supplier and/or client instructions • material safety data sheets • relevant codes of practice including the national standards for manual handling and the industry safety code • award, enterprise bargaining agreement, other industrial arrangements • standards and certification requirements • quality assurance procedures
Consultative processes	<p>may include:</p> <ul style="list-style-type: none"> • staff members • management • union representatives • industrial relations, occupational health and safety specialists • other professional or technical staff
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes • dangerous goods and freight regulations and codes • relevant Ethiopian OHS legislation

Evidence Guide

Critical Aspects of Competence	<p>Must demonstrate skills and knowledge competence to:</p> <ul style="list-style-type: none"> • apply basic mathematical operations and techniques
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	<ul style="list-style-type: none"> • identifying the most common forms of calculations as they relate to the job role • communicate effectively with others when carrying out basic workplace calculations • read and interpret instructions, procedures and information relevant to basic workplace calculations • apply Ways of representing basic mathematical information
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • relevant procedures and duty of care requirements • relevant OHS responsibilities • basic mathematical operations and techniques • procedures for identifying and using relevant workplace technology when carrying out workplace calculations • typical mathematical problems, and appropriate action and solutions
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communicate effectively with others when carrying out basic workplace calculations • read and interpret instructions, procedures and information relevant to basic workplace calculations • interpret and follow operational instructions and prioritize work • complete documentation related to work activities • operate electronic communication equipment to required protocol • work collaboratively with others when carrying out basic workplace calculations • adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • promptly report and/or rectify any identified problems that may arise when carrying out basic workplace calculations • monitor work activities in terms of planned schedule • modify activities depending on differing operational contingencies and environments • operate and adapt to differences in equipment in accordance with standard operating procedures
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be accessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Prepare for Environmentally Sustainable Work Practices
Unit Code	EIS FTS1 13 0913
Unit Descriptor	This unit involves the skills and knowledge required to prepare for and understand environmentally sustainable workplace requirements, including the implications of resource use and work processes required to make improvements. It requires the ability to access industry information, applicable legislation and OHS and environmental guidelines.

Elements	Performance Criteria
2. Identify industry environmentally sustainable information	<p>2.1 Workplace environmental and resource efficiency issues are identified.</p> <p>2.2 Range of issues relevant to employment in transport and logistics, including the application of legislation and national standards, industry procedures and OHS requirements, are assessed from an environmental sustainability point of view.</p>
3. Identify environmentally sustainable work practices for the port and terminal industry	<p>3.1 Reasons for environmental sustainability action are identified.</p> <p>3.2 Appropriate port and terminal industry environmentally sustainable work practices are listed.</p>

Variable	Range
Environmental and resource efficiency issues	<p>may include:</p> <ul style="list-style-type: none"> • minimization of environmental risks and maximization of opportunities to improve business environmental performance and to promote more efficient production and consumption of natural resources, for example by: • minimization of pollution, through sound equipment operating techniques • minimization of waste through effective storage and recycling • efficient energy use, seeking alternative sources of energy
Legislation and national standards	<p>may include:</p> <ul style="list-style-type: none"> • Ethiopian standards • award and enterprise agreements • licensing arrangements • relevant codes of practice • Federal and/or regional state legislation which affects Organizational operation: environmental issues • industrial relations and OHS

OHS requirements	may include understanding of company OHS guidelines such as appropriate personal protective equipment and clothing
Industry procedures	may include: <ul style="list-style-type: none"> • carbon training emissions policy • environmental management strategy • lean management techniques • resource recovery
Reasons for environmental sustainability action	may include: <ul style="list-style-type: none"> • biodiversity and environmental impacts • greenhouse gas emissions • resource scarcity • non-renewable resource use • pollution: <ul style="list-style-type: none"> ➢ air ➢ land ➢ hazardous materials ➢ waste ➢ water
Appropriate port and terminal industry environmentally sustainable work practices	may include preventing and minimizing risks and maximizing opportunities such as: <ul style="list-style-type: none"> • minimize usage of fuel or use alternative forms of energy where appropriate • reducing emissions of greenhouse gases • reducing use of non-renewable resources • improving energy efficiency • increasing use of renewable, recyclable, reusable and recoverable resources

Evidence Guide

Critical aspects of Competence	Must demonstrate skills and knowledge competence in: <ul style="list-style-type: none"> • developing professional relationships with stakeholders • identifying reasons for environmentally sustainable work practices • identifying port and terminal environmentally sustainable work practices • complying with OHS standards
Underpinning Knowledge and Attitudes	Environmental issues relating to: <ul style="list-style-type: none"> • life cycle of products: re-new, re-use and recycle • workplace/site • Occupational Health and Safety (OHS) requirements relating to: <ul style="list-style-type: none"> ➢ OHS hierarchy of control ➢ Service requirements for transport and logistics, including: <ul style="list-style-type: none"> ➢ company requirements and structure ➢ legislation, regulations and codes of practice applicable to specific transport and logistics functions ➢ cleaning and maintenance of equipment

	<ul style="list-style-type: none"> ➤ selection of equipment ➤ operation of equipment ➤ resource efficiency processes ➤ transport and logistics environmental options and best practices ➤ supply chain procedures ➤ other relevant enterprise policies, procedures and protocols ➤ duty of care • Principles, practices and available tools and techniques of sustainability management relevant to the port and terminal context, such as : <ul style="list-style-type: none"> ➤ the correct use of equipment according to environmental protection regulations and guidelines ➤ techniques for minimizing fuel/materials consumption
Underpinning Skills	<p>Demonstrate skills of:</p> <ul style="list-style-type: none"> • Interpersonal skills to: <ul style="list-style-type: none"> ➤ work in a team environment • Oral communication skills, including: <ul style="list-style-type: none"> ➤ questioning ➤ listening ➤ liaison ➤ Reading skills to interpret: <ul style="list-style-type: none"> ➤ work requirements or material safety data sheets (MSDSs) • Self-management skills to: <ul style="list-style-type: none"> ➤ identify hazard and risks ➤ prioritize learning and duties • Written communication skills for: <ul style="list-style-type: none"> ➤ recording information • Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities
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"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Apply Basic Accident Emergency Procedures
Unit Code	EIS FTS1 14 0913
Unit Descriptor	This unit involves the skills and knowledge required to apply accident emergency procedures, including responding to an incident, controlling and assisting at an accident or emergency site, finalizing accident-emergency processes, and completing records, reports and other required documentation in accordance with regulatory requirements and workplace procedures

Elements	Performance Criteria
1 Respond to the incident	<p>1.1 The incident or accident is responded in accordance with workplace emergency procedures and relevant regulatory requirements.</p> <p>1.2 Details of the cause(s) and effects of the incident are identified and reported.</p> <p>1.3 Assistance requirements are clarified and reported immediately for accidents and emergencies to the appropriate parties.</p> <p>1.4 Requests are made for assistance to relevant personnel and emergency services.</p>
2 Control and assist at accident or emergency site	<p>2.1 Site is controlled and protected until the arrival of authorized personnel.</p> <p>2.2 Assistance is provided to injured persons, within the limitations of duty of care and workplace procedures.</p> <p>2.3 Relevant authorities at the site are cooperated with and assisted within workplace policies.</p>
3 Finalize accident - emergency process and complete records	<p>3.1 Relevant information and documentation are exchanged in accordance with -law and workplace procedures.</p> <p>3.2 Documentation and reports are completed and processed in accordance with workplace plans and relevant regulation and legislation requirements.</p>

Variable	Range
Workplaces	may include: <ul style="list-style-type: none"> large, medium or small worksites
Information/documentation	may include: <ul style="list-style-type: none"> workplace accident-emergency procedures and policies workplace OHS management system including hazard/safety risk control strategies OHS training notes and materials

	<ul style="list-style-type: none"> • journals and work related literature concerning OHS • competency standards • customer/client instructions • customer service standards and procedures • workplace products and services information • quality assurance standards and procedures • relevant agreements, codes of practice including the national standards for services and operations • manufacturers/suppliers' specifications, advice, recommended procedures, policies and instructions • workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information • regulations and policies relating to minimizing risks to the environment and ensuring compliance with OHS requirements • emergency procedures
Workplace plans/procedures	<p>may include :</p> <ul style="list-style-type: none"> • company plans/procedures • enterprise plans/procedures • organizational plans/procedures • established plans/procedures
Applicable regulations and legislation	<p>May include:</p> <ul style="list-style-type: none"> • relevant regulations, standards and codes of practice • hazardous substances and dangerous goods codes • relevant Ethiopian and -OHS legislation including regulations and codes of practice relating to hazards present in the workplace or industry, including: <ul style="list-style-type: none"> • general duty of care under OHS legislation and common law • requirements for the maintenance and confidentiality of records of occupational injury and disease • requirements for provision of OHS information and training • provisions relating to health and safety representatives and/or OHS committees • provisions relating to OHS issue resolution • environmental protection regulations • relevant Ethiopian standards and certification requirements including Ethiopian Standard AS 1885.1
Workplace hazards	<p>may include:</p> <ul style="list-style-type: none"> • moving heavy loads in an unsafe work environment • unsecured machinery, components or repaired equipment • slippery floors • welding equipment • sharp tools and implements • power tools • moving and rotating machinery

	<ul style="list-style-type: none"> • flammable liquids, vapors and fuel • faulty machinery equipment handling equipment and lifting gear • using equipment beyond safe working limits • poor housekeeping procedures • non-compliance with safe working procedures • electrical wiring and systems, including exposed electrical circuits • working at heights and in confined spaces • toxic gases and substances • chemicals and other harmful substances • damaged goods, pallets and containers • dangerous/hazardous goods
Work	<p>may include:</p> <ul style="list-style-type: none"> • limited or restricted spaces • exposed conditions • controlled or open environments • even or uneven surfaces • wet or dry surfaces
Consultative processes	<p>may include:</p> <ul style="list-style-type: none"> • OHS specialists • trainers • other employees and supervisors • management • union representatives • manufacturers representatives • supplier representatives • customers/clients • other maintenance, professional or technical staff
Customers	<p>may include:</p> <ul style="list-style-type: none"> • internal or external

Evidence Guide

Critical Aspects of Competence	<p>Must demonstrate knowledge and skills competency to:</p> <ul style="list-style-type: none"> • Typical problems that can occur during a safety incident, accident or emergency and related action that can be taken • Workplace procedures for accident-emergency response • Workplace emergency, fire and accident procedures • Read and interpret instructions, procedures and information relevant to a response to an accident or an emergency • Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unplanned events that may occur when responding to an accident or an emergency
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Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant regulatory and code requirements applicable in accident/emergency situations • Relevant OHS and environmental protection policies and procedures • Workplace procedures for accident-emergency response • Workplace emergency, fire and accident procedures • Site layout • Focus of operation of work systems, equipment or management, site and organizational operating and emergency procedures • Typical problems that can occur during a safety incident, accident or emergency and related action that can be taken 		
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communicate effectively with others when responding to an accident or an emergency • read and interpret instructions, procedures and information relevant to a response to an accident or an emergency • interpret and follow operational instructions and priorities work • negotiate and resolve issues when responding to an accident or an emergency • complete documentation related to a response to an accident or an emergency • operate electronic communication equipment to required protocol • work collaboratively with others when responding to an accident or an emergency • adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures • implement contingency plans for unplanned events that may occur when responding to an accident or an emergency • analyze the working environment in order to identify hazards, assess safety risks and design and implement appropriate OHS control procedures • apply precautions and required action to minimize, control or eliminate hazards that may exist when responding to an accident or an emergency • monitor work activities in terms of planned schedule • modify activities depending on differing operational contingencies, risk situations and environments • work systematically with required attention to detail without injury to self or others, or damage to goods or equipment 		
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	<ul style="list-style-type: none"> • select and appropriately apply technology, information systems and policies during a safety incident, accident or emergency • operate and adapt to differences in equipment in accordance with standard operating procedures • select and use required personal protective equipment conforming to industry and OHS standards
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be accessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Apply Quality Standards
Unit Code	EIS FTS1 15 0913
Unit Descriptor	This unit covers the knowledge, attitudes and skills required in applying quality standards in the operational activities.

Elements	Performance Criteria
1. Assess own work	<p>1.1 Completed work is checked against organization standards relevant to the activity being undertaken.</p> <p>1.2 An understanding is demonstrated on how the work activities and completed work relate to the next process and to the final appearance of the service / product.</p> <p>1.3 Faulty service is identified and isolated in accordance with policies and procedures.</p> <p>1.4 Faults and any identified causes are recorded and reported in accordance with standard procedures.</p>
2. Assess quality of service rendered	<p>2.1 Services rendered are quality checked against standards and specifications.</p> <p>2.2 Service rendered are evaluated using the appropriate evaluation parameters and in accordance with standards.</p> <p>2.3 Causes of any identified faults are identified and corrective actions are taken in accordance with 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 / enterprise.</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 standard 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 parameters 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"> • Visual inspection • Physical measurements • Check against specifications/preferences

Quality standards	May include but not limited to: <ul style="list-style-type: none"> • materials • service • output and processes/procedures
Quality parameters	May include but not limited to: <ul style="list-style-type: none"> • style/design/specifications • durability • service variations • materials • damage and imperfections

Evidence Guide	
Critical Aspects of Competency	Demonstrates skills and knowledge to: <ul style="list-style-type: none"> • Check completed work continuously against standard • Identify and isolate faulty service / workmanship • Check service rendered against organization standards • Identify and apply corrective actions on the causes of identified faults • Record basic information regarding quality performance • Investigate causes of deviations of services against standard • Recommend suitable preventive actions
Underpinning Knowledge	Demonstrates knowledge of: <ul style="list-style-type: none"> • Relevant quality standards, policies and procedures • Characteristics of services • Safety environment aspects of service processes • Relevant evaluation techniques and quality checking procedures • Workplace and Reporting procedures
Underpinning Skills	Demonstrates skills to: <ul style="list-style-type: none"> • Interpret work instructions, specifications and standards appropriate to the required work or service • Carry out relevant performance evaluation • Maintain accurate work records in accordance with procedures • Meet work specifications • Communicate effectively within defined workplace procedures
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Work with Others
Unit Code	EIS FTS1 16 0913
Unit Descriptor	This unit covers the knowledge, skills, and attitudes required to develop workplace relationship and contribute in workplace activities.

Element	Performance Criteria
1. Develop effective workplace relationship	<p>1.1 Duties and responsibilities are done in a positive manner to promote cooperation and good relationship.</p> <p>1.2 Assistance is sought from workgroup when difficulties arise and addressed through discussions.</p> <p>1.3 Feedback on performance provided by others in the team is encouraged, acknowledged and acted upon.</p> <p>1.4 Differences in personal values and beliefs are respected and acknowledged in the development.</p>
2. Contribute to work group activities	<p>2.1 Support is provided to team members to ensure workgroup goals are met.</p> <p>2.2 Constructive contributions to workgroup goals and tasks are made according to organizational requirements.</p> <p>2.3 Information relevant to work are shared with team members to ensure designated goals are met.</p>

Variable	Range
Duties and responsibilities	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Job description and employment arrangements • Organization's policy relevant to work role • Organizational structures • Supervision and accountability requirements including OHS • Code of conduct
Work group	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Supervisor or manager • Peers/work colleagues & Other members of the organization
Feedback on performance	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Formal/Informal performance appraisal • Obtaining feedback from supervisors and colleagues and clients • Personal, reflective behavior strategies • Routine organizational methods for monitoring service delivery
Providing support to team members	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Explaining/clarifying • Helping colleagues • Providing encouragement

	<ul style="list-style-type: none"> • Providing feedback to another team member • Undertaking extra tasks if necessary
Organizational requirements	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Goals, objectives, plans, system and processes • Legal and organization policy/guidelines • OHS policies, procedures and programs • Ethical standards • Defined resources parameters, Quality and continuous improvement processes and standards

Evidence Guide	
Critical aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • Provide support to team members to ensure goals are met • Act on feedback from clients and colleagues • Access learning opportunities to extend own personal work competencies to enhance team goals and outcomes
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • relevant legislation that affects operations, especially with regards to safety • reasons why cooperation and good relationships are important • the organization's policies, plans and procedures • how to elicit and interpret feedback • workgroup member's responsibilities and duties • importance of demonstrating respect and empathy in dealings with colleagues • how to identify and prioritize personal development opportunities and options
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • read and understand the organization's policies and work procedures • write simple instructions for particular routine tasks • interpret information gained from correspondence • request advice, receive feedback and work with a team • organize work priorities and arrangement • select and use technology appropriate to a task • relate to people from a range of social, cultural and ethnic backgrounds
Resource Implications	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Receive and Respond to Workplace Communication
Unit Code	EIS FTS1 17 0913
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to receive, respond and act on verbal and written communication.

Element	Performance Criteria
1. Follow routine spoken messages	1.1 Required information is gathered by listening attentively and correctly interpreting or understanding information/instructions. 1.2 Instructions/information is properly recorded. 1.3 Instructions are acted upon immediately in accordance with information received. 1.4 Clarification is sought from workplace supervisor on all occasions when any instruction/information is not clear.
2. Perform workplace duties following written notices	2.1 Written notices and instructions are read and interpreted correctly in accordance with organizational guidelines . 2.2 Routine written instruction are followed in sequence 2.3 Feedback is given to workplace supervisor based on the instructions/information received.

Variable	Range
Written notices and instructions	May include but not limited to: <ul style="list-style-type: none"> • Handwritten and printed material • Internal memos • External communications • Electronic mail • Briefing notes • General correspondence • Marketing materials • Journal articles
Organizational guidelines	May include but not limited to: <ul style="list-style-type: none"> • Information documentation procedures • Company policies and procedures • Organization manuals • Service manual

Evidence Guide			
Critical Aspects of Competence	Demonstrates skills and knowledge to: <ul style="list-style-type: none"> • Demonstrate knowledge of organizational procedures for handling verbal and written communications • Receive and act on verbal messages and instructions • Demonstrate competence in recording instructions/information 		
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Underpinning Knowledge and Attitudes	Demonstrates knowledge of: <ul style="list-style-type: none"> • organizational policies/guidelines in regard to processing internal/external information • ethical work practices in handling communications • communication process
Underpinning Skills	Demonstrates skills to: <ul style="list-style-type: none"> • receive and clarify conciseness messages/information/communication • record messages/information accurately
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Demonstrate Work Values
Unit Code	EIS FTS1 18 0913
Unit Descriptor	This unit covers the knowledge, skills and attitude required in demonstrating proper work values.

Elements	Performance Criteria
1. Define the purpose of work	<p>1.1 One's unique sense of purpose for working and the 'whys' of work are identified, reflected on and clearly defined for one's development as a person and as a member of society.</p> <p>1.2 Personal mission is achieved in harmony with company's values</p>
2. Apply work values/ethics	<p>2.1 Work values/ethics/concepts are classified and reaffirmed in accordance with the transparent company ethical standards, policies and guidelines.</p> <p>2.2 Work practices are undertaken in compliance with industry work ethical standards, organizational policy and guidelines</p> <p>2.3 Personal behavior and relationships with co-workers and/or clients are conducted in accordance with ethical standards, policy and guidelines.</p> <p>2.4 Company resources are used in accordance with transparent company ethical standard, policies and guidelines.</p>
3. Deal with ethical problems	<p>3.1 Company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct are accessed and applied in accordance with transparent company ethical standard, policies and guidelines.</p> <p>3.2 Work incidents/situations are reported and/or resolved in accordance with company protocol/guidelines.</p> <p>3.3 Resolution and/or referral of ethical problems identified are used as learning opportunities.</p>
4. Maintain integrity of conduct in the workplace	<p>4.1 Personal work practices and values are demonstrated consistently with acceptable ethical conduct and company's core values.</p> <p>4.2 Instructions to co-workers are provided based on ethical, lawful and reasonable directives.</p> <p>4.3 Company values/practices are shared with co-workers using appropriate behavior and language.</p>

Variable	Range			
Work values/ethics/ concepts	May include but are not limited to: <ul style="list-style-type: none"> • Commitment/ Dedication • Sense of urgency • Sense of purpose • Love for work • High motivation • Orderliness • Reliability and Dependability • Competence • Goal-oriented • Sense of responsibility • Being knowledgeable • Loyalty to work/company • Sensitivity to others • Compassion/Caring attitude • Balancing between family and work • Sense of nationalism 			
Work practices	May include but are not limited to: <ul style="list-style-type: none"> • Quality of work • Punctuality • Efficiency • Effectiveness • Productivity • Resourcefulness • Innovativeness/Creativity • Cost consciousness • 5S • Attention to details 			
Company resources	May include but are not limited to: <ul style="list-style-type: none"> • Consumable materials • Equipment/Machineries • Human • Time • Financial resources 			
Work incidents/ Situations	May include but are not limited to: <ul style="list-style-type: none"> • Violent/intense dispute or argument • Gambling • Use of prohibited substances • Pilferages • Damage to person or property • Vandalism • Falsification • Bribery • Sexual Harassment • Blackmail 			
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Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • Define one's unique sense of purpose for working • Clarify and affirm work values/ethics/concepts consistently in the workplace • Demonstrate work practices satisfactorily and consistently in compliance with industry work ethical standards, organizational policy and guidelines • Demonstrate personal behavior and relationships with co-workers and/or clients consistent with ethical standards, policy and guidelines • Use company resources in accordance with company ethical standard, policies and guidelines. • Follow company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct/behavior
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Occupational health and safety • Work values and ethics • Company performance and ethical standards • Company policies and guidelines • Fundamental rights at work including gender sensitivity • Work responsibilities/job functions • Corporate social responsibilities • Company code of conduct/values • Balancing work and family responsibilities
Underpinning Skills	<p>Demonstrates skills in:</p> <ul style="list-style-type: none"> • Interpersonal skills • Communication skills • Self awareness, understanding and acceptance • Application of good manners and right conduct
Resource Implications	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Develop Understanding of Entrepreneurship
Unit Code	EIS FTS1 19 0913
Unit Descriptor	This unit covers skills, knowledge and attitude required to understand the principles, functions, strategies and methods of entrepreneurship. It also covers identifying and developing the major entrepreneurial competences.

Elements	Performance Criteria
1. Describe and explain the principles, concept and scope of entrepreneurship	<p>1.1 The principles, concept and terminology of entrepreneurship are analyzed and discussed.</p> <p>1.2 The different / various forms of enterprises in the community are identified and their roles understood.</p> <p>1.3 The identified enterprises are categorized and classified.</p> <p>1.4 The terms and elements involved in the concept of enterprising, both on a personal level and in the context of being enterprising in business are identified and interpreted.</p> <p>1.5 Functions of entrepreneurship in business and how the entrepreneurs improved business and economic environment are explained.</p>
2. Discuss how to become entrepreneur	<p>2.1 Self-employment as an alternative option for an individual economic independence and personal growth is discussed and analyzed.</p> <p>2.2 Advantages and disadvantages of self-employment are discussed and explained.</p> <p>2.3 Entrepreneurial characteristics and traits are identified and discussed.</p> <p>2.4 Self-potential is assessed to determine if qualified to become future entrepreneur.</p> <p>2.5 Major competences of successful entrepreneurship are identified and explained.</p>
3. Discuss how to organize an enterprise	<p>3.1 The importance and role of business entrepreneurship in the society are discussed and correlated to the operations of the economy.</p> <p>3.2 Facts about small and medium enterprises are discussed, clarified and understood.</p> <p>3.3 Key success factor in setting up small and medium business are identified and explained.</p> <p>3.4 Business opportunities are identified and assessed.</p>

	<p>3.5 Business ideas are generated using appropriate tools, techniques and steps.</p> <p>3.6 Procedures for identifying suitable market for business are discussed and understood.</p> <p>3.7 Major factors to consider in selecting a location for a business are identified and discussed.</p> <p>3.8 Basic types of business ownership are identified and explained.</p> <p>3.9 Amount of money needed to start an enterprise estimated and distinction between pre operations and initial operation payments clarified.</p> <p>3.10 Advantages and disadvantages of using various sources of capital to start an enterprise are identified.</p>
<p>4. Discuss how to operate an enterprise</p>	<p>4.1 Disadvantages and advantages of three alternatives means of becoming an entrepreneur are identified and understood.</p> <p>4.2 Process of hiring and managing people is discussed and explained.</p> <p>4.3 The importance and techniques of managing time are discussed and understood.</p> <p>4.4 The techniques and procedures of managing sales are discussed and explained.</p> <p>4.5 Factors to consider in selecting suppliers and the steps to follow when doing business with them are identified and discussed.</p> <p>4.6 Awareness of how new technologies can affect small and medium business are developed.</p> <p>4.7 Characteristics of appropriate technology for use in small and medium business are identified and explained.</p> <p>4.8 Different types of cost that occur in a business and how to manage them are discussed and understood.</p> <p>4.9 Factors and procedures in knowing the cost of the enterprise are discussed and understood.</p> <p>4.10 Importance of financial record keeping and preparing simple financial statement are explained and understood.</p> <p>4.11 The application of self-management skills and negotiation skills are discussed in operating a business.</p> <p>4.12 Risk assessment and management of business enterprise are performed.</p>

5. Develop one's own business plan	<p>5.1 Process of preparing/ writing a business plan is discussed and applied.</p> <p>5.2 Standard structure and format are applied in preparing business plan.</p> <p>5.3 Findings of the business plan are interpreted, assessed and analyzed.</p> <p>5.4 Feasibility of the business idea is made clear and understandable.</p> <p>5.5 Problems that may arise or encounter when starting a business are identified and understand.</p> <p>5.6 Techniques and procedures in obtaining and sourcing information are discussed and understood.</p>
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Variables	Range
Classification	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Private vs. public • Profit vs. non-profit • Formal vs. Non-formal • Individual vs. Community • Local vs. Foreign • Business vs. Social • Small vs. Large • Manufacturing vs. Service • Consumer vs. Industrial
Major factors	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Economics (local economy) • Population • Competition
Three alternatives	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Buying an existing business • Starting a new business • Operating a franchising business

Evidence Guide	
Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • explain principles and concept of entrepreneurship • discuss how to become entrepreneur • discuss how to organize an enterprise • discuss how to operate an enterprise • develop business plan
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Entrepreneurship principles, concepts and terminologies • Entrepreneurial competence • Entrepreneurial motivation • Risk assessment and evaluation

	<ul style="list-style-type: none"> • Principles and process of negotiations • Self-management and self-employment • Managing sales, people and time • Factors in setting up small and medium business • Small and Medium Enterprise • Business plan development • Discussion techniques and procedures
Underpinning Skills	<p>Demonstrate skills in:</p> <ul style="list-style-type: none"> • Planning and Leading • Presentation skills • Using technology • Managing money • Preparing simple financial statement • Selecting suppliers
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Basic Freight Transport and Logistics Services Level I	
Unit Title	Apply 3S
Unit Code	EIS FTS1 20 0913
Unit Descriptor	This unit of competence covers the knowledge, skills and attitudes required by a worker to apply 3S techniques to his/her workplace. The unit assumes the worker has a particular job in the allocated workplace known by the individual.

Elements	Performance Criteria
1. Organize junior Kaizen Promotion Team (KPT).	<p>1.1 Basics, principles and stages of KPT are identified using appropriate procedures.</p> <p>1.2 Structure of Junior KPT is established in accordance with the organizational procedures.</p> <p>1.3 Effective and appropriate contributions are made to complement team activities and objectives using individual skills and competencies.</p> <p>1.4 Effective and appropriate forms of communications are used and undertaken with KPT members who contribute to know KPT activities and objectives.</p> <p>1.5 Kaizen Board (Visual Management Board) is prepared and used in harmony with different workplace contexts.</p>
2. Prepare for work.	<p>2.1 Work instructions are used to determine job requirements, including method, material and equipment.</p> <p>2.2 Job specifications are read and interpreted following working manual.</p> <p>2.3 OHS requirements, including dust and fume collection, breathing apparatus and eye and ear personal protection needs are observed throughout the work.</p> <p>2.4 Appropriate materials are selected.</p> <p>2.5 Safety equipment and tools are identified and checked for safe and effective operation.</p>
3. Sort items.	<p>3.1 Plan is prepared to implement sorting activities.</p> <p>3.2 Cleaning activities are performed.</p> <p>3.3 All items in the workplace are identified following the appropriate procedures.</p> <p>3.4 Necessary and unnecessary items are listed using the appropriate format.</p> <p>3.5 Red tag strategy is used for unnecessary items.</p> <p>3.6 Unnecessary items are evaluated and placed in an appropriate place other than the workplace.</p>

	<p>3.7 Necessary items are recorded and quantified using appropriate format.</p> <p>3.8 Performance results are reported using appropriate formats.</p> <p>3.9 Necessary items are regularly checked in the workplace.</p>
4. Set all items in order.	<p>4.1 Plan is prepared to implement set in order activities.</p> <p>4.2 General cleaning activities are performed.</p> <p>4.3 Location/layout, storage and indication methods for items are decided.</p> <p>4.4 Necessary tools and equipment are prepared and used for setting in order activities.</p> <p>4.5 Items are placed in their assigned locations.</p> <p>4.6 After use, the items are immediately returned to their assigned locations.</p> <p>4.7 Performance results are reported using appropriate formats.</p> <p>4.8 Each item is regularly checked in its assigned location and order.</p>
5. Perform shine activities.	<p>5.1 Plan is prepared to implement shine activities.</p> <p>5.2 Necessary tools and equipment are prepared and used for shinning activities.</p> <p>5.3 Shine activity is implemented using appropriate procedures.</p> <p>5.4 Performance results are reported using appropriate formats.</p> <p>5.5 Regular shinning activities are conducted.</p>

Variable	Range
Junior KPT	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • 3S • 3MU (Mura, Muri and MUDA) • 4P (Policy, Procedure, People and Plant) • 4M (Material, Method, Man and Machine) • PDCA (Plan, Do, Check and Act)
OHS requirements	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> • Personal protective equipment is to include that prescribed under legislation/regulations/codes of practice and workplace policies and practices. • Safe operating procedures are to include, but are not limited to the conduct of operational risk assessment and treatments associated with workplace organization. • Emergency procedures related to this unit are to include but may not be limited to emergency shutdown and stopping of equipment, extinguishing fires, enterprise first aid requirements and site evacuation.
Safety equipment and tools	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • dust masks / goggles • glove • working cloth • first aid • safety shoes
Items	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • tools • jigs/fixtures • materials/components • machine and equipment • manuals • documents • personal items (e.g. bags, lunch boxes and posters) • safety equipment and personal protective equipment • other items which happen to be in the work area
The appropriate procedures	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • steps for implementing 3S (sort, set in order and shine) activities. • written, verbal and computer based or in some other format.
Unnecessary items	<p>are not needed for current production or administrative operation and include but not limited to:</p> <ul style="list-style-type: none"> • defective or excess quantities of small parts and inventory • outdated or broken jigs and dies • worn-out bits • outdated or broken tools and inspection gear • old rags and other cleaning supplies • electrical equipment with broken cords • outdated posters, signs, notices and memos <p>some locations where unneeded items tend to accumulate may include but not limited to:</p> <ul style="list-style-type: none"> • in rooms or areas not designated for any particular purpose • in corners next to entrances or exists • along interior and exterior walls • next to partitions and behind pillars • under the eaves of warehouses

	<ul style="list-style-type: none"> • under desks and shelves and in desk and cabinet drawers • near the bottom of tall stacks of items • on unused management and production schedule boards • in tools boxes that are not clearly sorted
Appropriate format	<p>may include but not limited to:</p> <ul style="list-style-type: none"> • all items. • necessary items. • unnecessary items.
Red tag	<p>A format prepared with a red color paper or card which is filled and attached temporarily on the unnecessary items until decision is made. The red tag catch people's attention because red is a color that stands out. So to fill and attach red tag on items, asks the following three questions:</p> <ul style="list-style-type: none"> • Is this item needed? • If it is needed, is it needed in this quantity? • If it is needed, does it need to be located here?
Necessary items	<p>Are required in the workplace for current production or administrative operation in the amount needed.</p>
Tools and equipment	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • paint • hook • sticker • signboard • nails • shelves • chip wood • sponge • broom • pencil • shadow board/ tools board
Shine activity	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Inspection • Cleaning • Minor maintenance may include: <ul style="list-style-type: none"> ➢ Tightening bolts ➢ Lubrication and Replacing missing parts

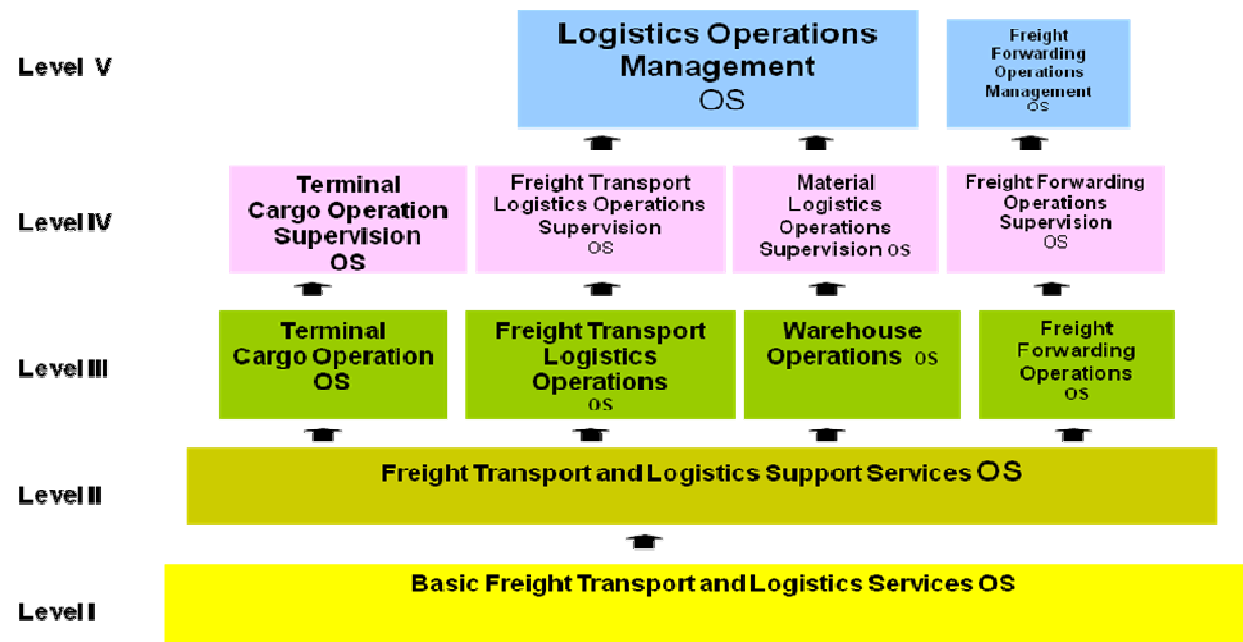
Evidence Guide

Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • Discuss how to organize KPT. • Describe the pillars of 5S. • Implement 3S in own workplace by following appropriate procedures.
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Kaizen principle, pillars and concept • Key characteristic of Kaizen

	<ul style="list-style-type: none"> • Elements of Kaizen • Wastes/MUDA • Basics of KPT • Aims, benefits and principles of KPT • Stages of KPT • Structure and role of the components of Junior KPT • Concept and parts of Kaizen board • Concept and benefits of 5S • The pillars of 5S • Three stages of 5S application • Benefits and procedure of sorting activities • The concept and application of Red Tag strategy • OHS procedures • Benefits and procedure of set in order activities • Set in order methods/techniques • Benefits and procedure of shine activities • Inspection methods • Planning and reporting methods • Method of Communication
Underpinning Skills	<p>Demonstrates skills of:</p> <ul style="list-style-type: none"> • Participating actively in KPT • technical drawing • communication skills • planning and reporting own tasks in implementation of 3S • following procedures to implement 3S in own workplace • using sorting formats to identify necessary and unnecessary items • improving workplace layout following work procedures • preparing labels, slogans, etc. • reading and interpreting documents • observing situations • gathering evidence by using different means • recording activities and results using prescribed formats • working with others • solving problems by applying 3S • preparing and using Kaizen board • preparing and using tools and equipment to implement 3S
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.



TRANSPORT AND LOGISTICS



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

COMMENT TEMPLATE

The Federal TVET Agency values your feedback of the document.
If you would like someone to personally contact you, please provide the following information:
Name:
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Please, leave a comment.

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