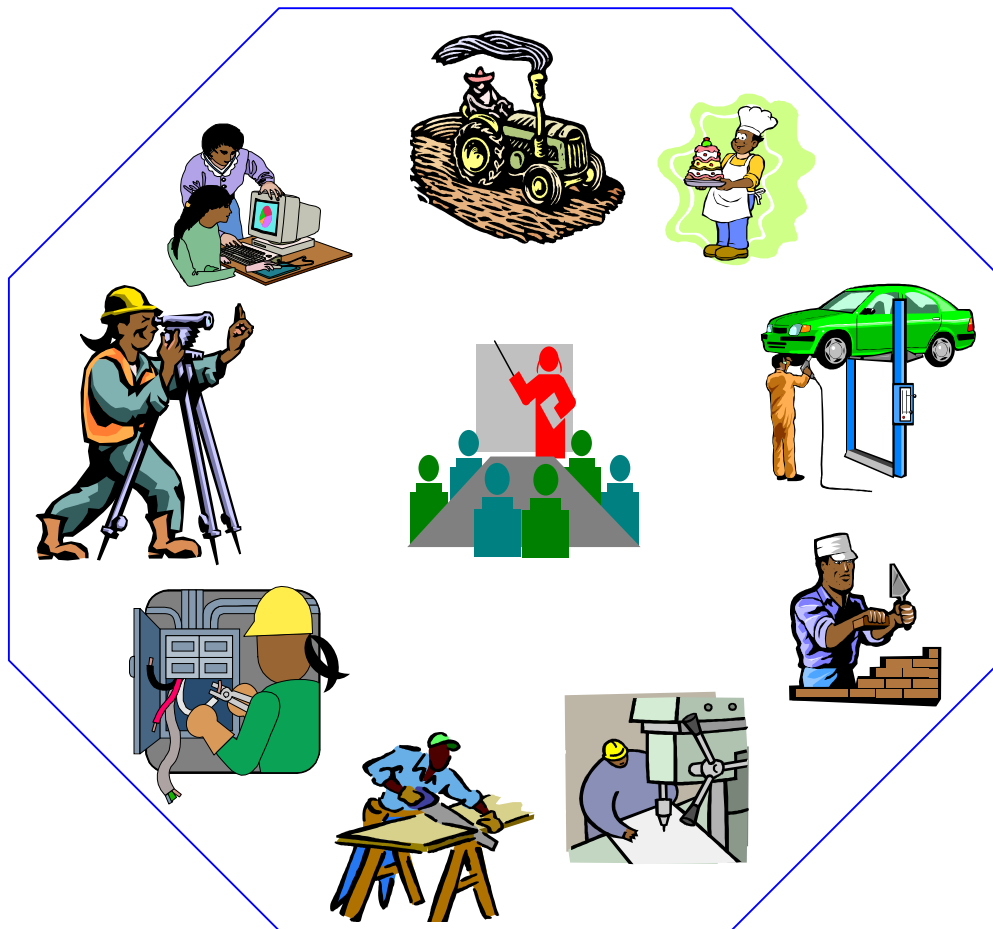




Federal Democratic Republic of Ethiopia
OCCUPATIONAL STANDARD
FREIGHT TRANSPORT AND LOGISTICS
OPERATION SUPPORT SERVICES

NTQF Level II



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

UNIT OF COMPETENCE CHART

Occupational Standard: Freight Transport and Logistics Operation Support Services

Occupational Code: **EIS TLS**

NTQF Level II

<p><u>EIS TLS2 01 0913</u> Follow Security Procedures when Working with Goods and Cargo</p>	<p><u>EIS TLS2 02 0913</u> Apply Awareness of Safe Working Rules and Regulations</p>	<p><u>EIS TLS2 03 0913</u> Demonstrate Awareness of Chain of Responsibility Regulations</p>
<p><u>EIS TLS2 04 0913</u> Apply Safe Procedures when Handling/ Transporting Dangerous Goods or Explosives</p>	<p><u>EIS TLS2 05 0913</u> Assemble \Disassemble Baggage\Freight & Packing\ Unpacking of Shipments</p>	<p><u>EIS TLS2 06 0913</u> Prepare for Transport of Packaged Dangerous Goods</p>
<p><u>EIS TLS2 07 0913</u> Conduct Cargo /Freight Handling Operations</p>	<p><u>EIS TLS2 08 0913</u> Check and Assess Operational Capabilities of Equipment</p>	<p><u>EIS TLS2 09 0913</u> Conduct Weighbridge Operations</p>
<p><u>EIS TLS2 10 0913</u> Apply Info-technology Devices in the Workplace</p>	<p><u>EIS TLS2 11 0913</u> Load and Unload Goods/Cargo</p>	<p><u>EIS TLS2 12 0913</u> Operate Firefighting Equipment</p>
<p><u>EIS TLS2 13 0913</u> Apply Specialist Permit Requirements as Part of Customs Broking</p>	<p><u>EIS TLS2 14 0913</u> Receive Goods</p>	<p><u>EIS TLS2 15 0913</u> Participate in Stock takes Process</p>
<p><u>EIS TLS2 16 0913</u> Capture Records into a Records Keeping System</p>	<p><u>EIS TLS2 17 0913</u> Maintain Control of Records</p>	<p><u>EIS TLS2 18 0913</u> Administer the Security of Assets and Facilities</p>
<p><u>EIS TLS2 19 0913</u> Prepare Passenger\Freight Manifest</p>	<p><u>EIS TLS2 20 0913</u> Pick and Process Orders</p>	<p><u>EIS TLS2 21 0913</u> Complete Routine Logistics Tasks</p>

<p><u>EIS TLS2 22 0913</u> Process Workplace Documentation</p>	<p><u>EIS TLS2 23 0913</u> Provide Information from and about Records</p>	<p><u>EIS TLS2 24 0913</u> Operate a Forklift</p>
<p><u>EIS TLS2 25 0913</u> Participate in Environmentally Sustainable Work Practices</p>	<p><u>EIS TLS2 26 0913</u> Participate in Workplace Communication</p>	<p><u>EIS TLS2 27 0913</u> Work in Team Environment</p>
<p><u>EIS TLS2 28 0913</u> Develop Business Practice</p>	<p><u>EIS TLS2 29 0913</u> Standardize and Sustain 3S</p>	

Occupational Standard: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Follow Security Procedures when Working with Goods and Cargo
Unit Code	EIS TLS2 01 0913
Unit Descriptor	This unit involves the skills and knowledge required to follow security procedures in the transport and logistics industries. It includes checking and maintaining the security of any goods and cargo, identifying and responding to any security threats or situations, and completing all required security records.

Elements	Performance Criteria
1. Maintain security of goods and cargo	<p>1.1 Where applicable, goods and cargo are secured within specified locations, transport vehicles, or vessels in accordance with workplace security procedures and applicable security regulations.</p> <p>1.2 Seals, locks and other security measures on goods or cargo are checked and maintained in accordance with workplace security procedures.</p> <p>1.3 Signs of pillaging, theft and interference are recognized and reported in accordance with workplace security procedures.</p> <p>1.4 Signs of suspicious goods and cargo are recognized and reported promptly to designated personnel.</p> <p>1.5 Any breaches of security requirements are reported promptly to designated personnel in accordance with workplace security procedures</p>
2. Identify a security threat or situation	<p>2.1 Security threat or situation is promptly identified and assessed and response is prioritized in accordance with the workplace security program and procedures.</p> <p>2.2 Implications of the security threat or situation are evaluated in accordance with workplace security program and procedures.</p> <p>2.3 Relevant personnel are alerted to the security threat or situation as required within workplace security procedures and program.</p> <p>2.4 Communications are maintained with relevant personnel to determine appropriate course of action.</p>
3. Respond to a security threat or situation	<p>3.1 Identified security threat or situation is responded to in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan where relevant.</p> <p>3.2 Assistance is provided in controlling the site both prior to and following arrival of security and/or emergency services.</p>

	<p>3.3 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>3.4 Directions of the controlling security/emergency authority are followed and all possible assistance is provided in response to those directions.</p> <p>3.5 Appropriate personal protection clothing and equipment are used when responding to incidents according to workplace requirements.</p>
Maintain security records	<p>4.1 Records of security checks and precautions are kept as per workplace procedures.</p> <p>4.2 Reports of security incidents or threats are completed in accordance with workplace requirements and applicable, legislation regulation security requirements.</p>

Variable	Range
Vessel	may include: <ul style="list-style-type: none"> any small Ethiopian or international commercial vessel
Relevant personnel	may include: <ul style="list-style-type: none"> safety/security office shift Forman manager
Personal protection clothing and equipment	may include: <ul style="list-style-type: none"> masks and goggles protective clothing, including headgear, gloves and footwear
Documentation and records	May include: <ul style="list-style-type: none"> instructions of relevant maritime authorities related to the maintenance and serviceability of shipboard fire detection, firefighting and safety equipment and systems relevant maritime standards fire detection, firefighting and safety equipment operational and maintenance instructions and recommended procedures
Applicable legislation, regulations and codes	may include: <ul style="list-style-type: none"> marine regulations related to the operation of small vessels relevant OHS and pollution control legislation regulations for the maintenance of fire detection, firefighting and safety equipment and systems

Evidence Guide	
Critical Aspect of Competence	Must demonstrate skills and knowledge competence to: <ul style="list-style-type: none"> Follow security threat/incident response plan and procedures Demonstrate relevant OHS and environmental protection procedures and guidelines Conduct procedures for security checks and precautions as per limits of role and responsibilities

	<ul style="list-style-type: none"> • Complete required documentation and reports related to security procedures • Read and interpret instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace security • apply transport security legislation including relevant international, national, acts, regulations codes and/or guidelines • describe relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Applicable transport security legislation including relevant international, national, acts, regulations codes and/or guidelines • Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies • Relevant quarantine and bond regulations and requirements • Relevant OHS and environmental protection procedures and guidelines • 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, and/or vessels • Signs of pillaging, theft and interference with goods, cargo and mail • 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

	<ul style="list-style-type: none"> • 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, theft and interference with goods, cargo and mail • 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 • 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
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: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Apply Awareness of Safe Working Rules and Regulations
Unit Code	EIS TLS2 02 0913
Unit Descriptor	This unit involves the skills and knowledge required to apply a basic awareness of applicable safe working rules and regulations to work functions in the Freight Transport industry. It includes interpreting and applying the applicable safe working rules and protocols; recognizing and reporting unsafe situations; following safe working instructions and procedures; and taking appropriate safety precautions.

Elements	Performance Criteria
1 Interpret applicable safe working rules and regulations	<p>1.1 Workplace information sources are accessed and procedures strictly adhered to.</p> <p>1.2 Relevant procedures for the applicable safe working rules and regulations are identified, accessed and interpreted when carrying out basic work activities as part of freight transport operation.</p> <p>1.3 Occupational Health and Safety (OHS) requirements are observed and followed consistently in according to workplace requirements.</p> <p>1.4 Relevant personal protective equipment is selected and used as per work practice and OHS requirement.</p>
2 Apply a basic awareness of applicable safe working rules and regulations	<p>2.1 A basic awareness of relevant safe working regulations is applied to all work activities applicable to the freight transport functions concerned.</p> <p>2.2 Environmental requirements are observed and precautions are implemented according to workplace and environmental protection regulation or guidelines.</p> <p>2.3 Communications are conducted in accordance with the applicable safe working system requirements.</p> <p>2.4 Appropriate records of communications are maintained as required within the applicable safe working system rules and regulations.</p>
3 Recognize and report unsafe situations	<p>3.1 Unsafe situations are identified consistent with a basic awareness of the applicable safe working rules and regulations.</p> <p>3.2 Situations in the work environment identified as unsafe are reported to appropriate personnel as per the applicable safe working rules and regulations.</p>

4 Follow safe working instructions and procedures	<p>4.1 Where applicable, relevant communication protocols are followed as specified in the applicable safe working system rules and regulations.</p> <p>4.2 Appropriate records and documentation pertinent to safe working protocols are completed in accordance with the requirements of the applicable safe working system rules and regulations.</p>
5 Take appropriate safety precautions	<p>5.1 Safe operating procedures are observed and noted during the use of tools/ equipment in accordance with workplace guidelines.</p> <p>5.2 Appropriate safety precautions are interpreted and followed during work activities as per the applicable safe working rules and regulations.</p> <p>5.3 Emergency procedures are identified and followed as per organization's guideline.</p>

Variable	Range
Information and documents	<p>may include:</p> <ul style="list-style-type: none"> • applicable legislated freight transport safety requirements including acts and regulations from each federal and/or regional states together with any nationally approved compliance codes and/or guidelines • instructions of relevant freight transport authorities concerning rail safety and operations • workplace procedures, policies and work instructions • relevant occupancy authorities (where applicable) • transport authorities (where applicable) • worksite safety plan (where applicable) • Emergency Response Plan (ER Plan) and emergency procedure manuals • Transport running information (TRI) • Transport notices • Transport register books • failure reports • local instructions • operating and maintenance instructions of relevant equipment manufacturers • voice communications log • safe working forms
Work	<p>may include:</p> <ul style="list-style-type: none"> • basic rail operations carried out on the freight transport network concerned and covered by the applicable legislated freight transport safety requirements including acts and regulations from each federal together with any nationally approved compliance codes and/or guidelines

	<p>may occur:</p> <ul style="list-style-type: none"> • by day or night, in both normal and emergency situations and under any conditions of weather
Personal protective and equipment	<p>may include:</p> <ul style="list-style-type: none"> • high visibility clothing • sunscreen and sunglasses • insect repellent • safety glasses, headwear, mask, footwear and gloves • hearing protection • safety devices • lighting including strobe lighting • hand tools
Communications equipment	<p>may include:</p> <ul style="list-style-type: none"> • hand-held or portable equipment • fixed equipment • specialized testing facilities <p>Where applicable, worksite protection equipment may include:</p> <ul style="list-style-type: none"> • joint occupancy rules • blocking facilities (manual and electronic) • trackside signs • audible warning signs • warning devices, whistles and sirens • partitioning materials and structures • barriers, lights and flags • fixed and mobile communications equipment
Communication protocols	<p>will be as specified within applicable safe working system and may include:</p> <ul style="list-style-type: none"> • general safety • emergency messages • testing communications equipment • transmitting and receiving messages • identification • standard radio terms • phonetic alphabet • spoken figures
Applicable legislation, regulations and codes	<p>may include:</p> <ul style="list-style-type: none"> • applicable legislated freight transport safety requirements including acts and regulations from federal together with any nationally approved compliance codes and/or guidelines • relevant Ethiopian Standards and related requirements • relevant federal OHS regulations • federal environmental protection legislation • conditions of service, legislation and industrial agreements, including workplace agreements and awards • relevant federal dangerous goods legislation

Evidence Guide	
Critical aspects of Competence	<p>Must demonstrate skills and knowledge competence of applying:</p> <ul style="list-style-type: none"> • applicable legislated freight transport safety requirements including acts and regulations and approved compliance codes and/or guidelines • transport terminology as defined in the applicable safe working system • relevant OHS and environmental protection legislation and policies • a basic understanding of systems and occupancy authorities • an overview of system requirements • a basic understanding of safe working system types and safe working rules and protocols • a basic awareness of system limitations • a basic understanding of the applicable safe working system • communication protocols as they relate to the functions
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • a basic awareness of applicable legislated freight transport safety requirements including acts and regulations and approved compliance codes and/or guidelines • relevant OHS and environmental protection legislation and policies • a basic understanding of systems and occupancy authorities • an overview of system requirements • a basic understanding of safe working system types • a basic awareness of system limitations • a basic understanding of the applicable safe working system • an understanding of route integrity requirements including: general requirements, position of points and route occupancy requirements • communication protocols as they relate to the functions of the occupation concerned • safe working rules and protocols as they relate to the functions of the occupation concerned • transport terminology as defined in the applicable safe working system • action to be taken in the event of identified unsafe situations and emergencies within the limits of responsibility the occupation concerned • Adapt to differences in equipment and procedures • Select and use required personal protective equipment conforming to industry and OHS standards
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others applicable to the freight transport operations concerned • Read and interpret relevant rules, regulations and instructions applicable to the freight transport operations concerned

	<ul style="list-style-type: none"> • Interpret and follow operational instructions and prioritize work • Complete documentation related to safe working requirements applicable to the transport functions concerned • Operate electronic communication equipment to required protocol • Work collaboratively with others to fulfill safe working requirements applicable to the freight transport operations concerned • Implement contingency plans for unplanned events • Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities • Recognize problems and hazards that may arise during freight transport operations and take appropriate action • Modify activities depending on differing operational contingencies, risk situations and environments • Adapt to differences in equipment and 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: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Demonstrate Awareness of Chain of Responsibility Regulations
Unit Code	EIS TLS2 03 0913
Unit Descriptor	This unit involves the skills and knowledge required to identify, apply and follow chain of responsibility regulations that are applicable to the individual's job role.

Elements	Performance Criteria
1. Identify features of chain of responsibility	<p>1.1 Chain of responsibility regulations are identified as they relate to the job role.</p> <p>1.2 Duties and penalties relating to the specific job roles are identified.</p> <p>1.3 Parties and responsible persons are identified within chain of responsibility.</p> <p>1.4 Chain of responsibility reasonable steps and liabilities are identified.</p> <p>1.5 Other key features of the regulations are understood as they relate to the job role.</p>
2. Follow chain of responsibility regulations	<p>2.1 Chain of responsibility regulations are followed as they apply to own job role and function.</p> <p>2.2 Workplace chain of responsibility policy and procedures are followed in own job role and function.</p> <p>2.3 Breaches of legislation are identified and prevented as they relate to the job role.</p> <p>2.4 Workplace is completed in accordance to workplace procedures.</p> <p>2.5 Examples of non-compliance of chain of responsibility are communicated in the work area.</p>

Variable	Range
Parties and responsible persons within the chain	<p>May include:</p> <ul style="list-style-type: none"> • consigner • consignee • packer • loader • scheduler • driver • receiver • carrier • manufacturer

	<ul style="list-style-type: none"> • employee • employer • owner • board of directors • senior official • dispatch officer • operator • agent
Workplace procedures	<p>May include:</p> <ul style="list-style-type: none"> • Standard Operating Procedures (SOPs) • company procedures • enterprise procedures • organizational procedures • established procedures
Applicable legislation and regulations	<p>May include:</p> <ul style="list-style-type: none"> • relevant regulations for the enterprise, including national and international regulations and codes of practice for the transport of dangerous goods and hazardous substances • relevant OHS and environmental protection legislation • workplace relations regulations
Communication in the work area	<p>May include:</p> <ul style="list-style-type: none"> • telephone • Electronic Data Interchange (EDI) • fax • email • internet • oral, aural or signed communications
Documentation and records	<p>May include:</p> <ul style="list-style-type: none"> • relevant regulations as they apply to the enterprise, • relevant OHS regulations • workplace policies and procedures relating to chain of responsibility regulations • relevant standards and certification requirements • relevant internal data entry books, including work diaries, data sheets and load sheets

Evidence Guide

Critical Aspect of Competence	<p>Must demonstrate skills and knowledge competence to</p> <ul style="list-style-type: none"> • Chain of responsibility regulations as they apply to the job role or function • Consequences of non-compliance of chain of responsibility • Knowledge of what is classified as a reasonable step within chain of responsibility • Apply strategies to prevent breaches of chain of responsibility • Implement action required to prevent possible breach of chain of responsibility regulations
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Underpinning Knowledge	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Applicable knowledge of state regulations • Applicable knowledge of workplace procedures • Knowledge of what constitutes a duty, a breach and a penalty • Chain of responsibility regulations as they apply to the job role or function • Company policy and procedure around chain of responsibility for the relevant job role • Correct reporting procedures for examples of non-compliance of chain of responsibility • Consequences of non-compliance of chain of responsibility • Basic understanding of company structure • Where to locate current chain of responsibility information • Action required when possible breaches are identified • Knowledge of what is classified as a reasonable step within chain of responsibility • What areas of the regulation apply to the job role • Required workplace documentation
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Apply strategies to prevent breaches of chain of responsibility • Implement action required to prevent possible breach of chain of responsibility regulations • Review updates to the chain of responsibility regulations as they occur • Communication strategies within the organization for chain of responsibility
Resources Implication	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Methods of Assessment	<p>Competence may be accessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>

Occupational Standard: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Apply Safe Procedures when Handling/Transporting Dangerous Goods or Explosives
Unit Code	EIS TLS2 04 0913
Unit Descriptor	This unit involves the skills and knowledge required to apply safe handling strategies when handling dangerous goods or explosives, including driving the vehicle concerned in a safe manner and consulting with relevant authorities/persons in accordance with regulatory requirements.

Elements	Performance Criteria
1 Operate equipment and/or vehicle in a safe manner	<p>1.1 Safety equipment is checked for serviceability and required quantities and types.</p> <p>1.2 Equipment/vehicle is operated safely in accordance with the relevant industry regulations, license/permit requirements/or standards and as directed by police and/ or competent authority.</p> <p>1.3 Safety guidelines and codes are correctly applied according to workplace procedures.</p> <p>1.4 Dangerous goods/explosives/hazardous substances are handled/conveyed in accordance with the applicable legislative, regulations and codes.</p> <p>1.5 Relevant emergency procedures are assessed relative to the dangerous goods/explosives/hazardous substances concerned.</p> <p>1.6 Emergency procedures are instigated in accordance with the relevant codes and regulations to ensure precautions are taken consistent with directions set out in the emergency procedures.</p> <p>1.7 Operation procedures are implemented to minimize damage to equipment, facilities and the environment and minimize injury to personnel.</p>
2 Consult with relevant authorities/ persons	<p>2.1 Dangerous goods occurrences are reported to the competent authority, fire brigade and/or police using appropriate workplace procedures, in specified timeframes in accordance with relevant regulatory requirements.</p> <p>2.2 Assistance is provided to the competent authority as requested.</p> <p>2.3 Other persons within affected emergency area are warned about the hazard in accordance with workplace procedures.</p>

Variable	Range
Workplace procedures	may include: <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Classes of dangerous goods/ explosives/ hazardous substances	are: <ul style="list-style-type: none"> • as defined in the respective Ethiopian Codes
Operations	may be conducted: <ul style="list-style-type: none"> • in a range of work environments and weather conditions • by day or night
Goods/cargo being handled/conveyed	may require: <ul style="list-style-type: none"> • special precautions for handling, stacking and transport
Workplaces	may comprise: <ul style="list-style-type: none"> • internal or external
Work	may be conducted in: <ul style="list-style-type: none"> • restricted spaces • exposed conditions • controlled or open environments • a workplace, warehouse or depot • a vehicle on the road • client's workplace • convoy of a group of vehicles
Standard marking and signage for identified explosives and dangerous goods	is as required: <ul style="list-style-type: none"> • in the respective Ethiopian Codes
Personnel in the work area	may include: <ul style="list-style-type: none"> • workplace personnel • site visitors • contractors • official representatives
Communication in the work area	may include: <ul style="list-style-type: none"> • phone • electronic data interchange • fax • email • internet • radio • oral, aural or signed communications
Handling operations	may be carried out: <ul style="list-style-type: none"> • both manually and with the aid of lifting equipment and/or appliances

Load restraint procedures and equipment	are: <ul style="list-style-type: none"> • as specified in mass and loading regulations and guidelines
Personal protective equipment	may include: <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing • protective clothing
Information/ documents	may include: <ul style="list-style-type: none"> • goods/materials identification numbers, codes and signs • manifests, bar codes, goods and container identification • manufacturers specifications for equipment/tools • workplace procedures and policies for the handling of dangerous goods, explosives and radioactive and other hazardous substances, and incident reporting • supplier and/or client instructions • material safety data sheets • relevant codes of practice, including the Ethiopian Dangerous Goods Code, the Ethiopian Explosives Code, the Code of Practice for the Safe Transport of Radioactive Substances, the Industry Safety Code, and National Standards for Manual Handling • National Load Restraint Guide • award, enterprise bargaining agreement, other industrial arrangements • standards and certification requirements • quality assurance procedures • emergency procedures
Applicable regulations and legislation	may include: <ul style="list-style-type: none"> • Federal regulations pertaining to the handling of dangerous goods/explosives/hazardous substances • Ethiopian and international regulations and codes of practice for the handling and transport of explosives, dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> ➤ Ethiopian and International Dangerous Goods Codes ➤ Ethiopian Marine Orders and the International Maritime Dangerous Goods Code ➤ IATA (International Air Transport Association) Dangerous Goods by Air regulations ➤ Ethiopian and International Explosives Codes ➤ Code of Practice for the Safe Transport of Radioactive Substances ➤ legislation covering the safe handling of infectious substances • relevant federal and/or regional states environmental protection legislation

	<ul style="list-style-type: none"> • equal opportunity • workplace relations regulations • equal employment opportunity and affirmative action legislation • relevant federal and/or regional states OHS legislation
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Evidence Guide	
Critical aspects of Competence	<p>Must demonstrate skills and knowledge competence in:</p> <ul style="list-style-type: none"> • identifying characteristics and hazards of the dangerous goods/explosives/hazardous substances being handled • interpreting relevant signs, labels and codes • locating, interpreting and applying relevant information • safely handling/transporting dangerous goods/explosives/hazardous substances in accordance with workplace procedures and regulatory requirements • identifying, selecting and using appropriate handling/transport equipment, vehicles, personal protection equipment and related procedures
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • relevant regulations and codes pertaining to the identification, handling and marking of dangerous goods, explosives or hazardous substances including the current Ethiopian dangerous goods code • OHS procedures and guidelines concerning the lifting and movement of loads • the company's incident reporting system, and the responsibility of the employer to report incidents • risks and hazards when handling and conveying dangerous goods, explosives or hazardous substances, and related precautions to control the risk • workplace procedures and policies for the handling and transport of dangerous goods, explosives or hazardous substances • characteristics of various dangerous goods, explosives or hazardous substances and their implications for handling and transport • compatibility of various types of dangerous goods, explosives or hazardous substances • housekeeping standards procedures required in the workplace • site layout and obstacles
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when handling or transporting dangerous goods or explosives • read and interpret instructions, procedures, information and signs relevant to the handling or transporting of dangerous goods or explosives

	<ul style="list-style-type: none"> • interpret and follow operational instructions and prioritize work • complete documentation related to the handling or transporting of dangerous goods or explosives • operate electronic communication equipment to required protocol • work collaboratively with others handling or transporting dangerous goods or explosives • 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 handling or transporting dangerous or hazardous goods or explosives in accordance with regulatory requirements and workplace procedures • implement contingency plans for unanticipated situations that may arise during the handling or transporting of dangerous goods or explosives • apply precautions and required action to minimize, control or eliminate hazards that may exist during the handling or transporting of dangerous goods or explosives • 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 handling and transportation 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: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Assemble \Disassemble Baggage/Freight & Packing\ Unpacking of Shipments
Unit Code	EIS TLS2 05 0913
Unit Descriptor	This unit involves the skills and knowledge required to prepare freight for transport in accordance with OHS and other regulatory requirements, including identifying the freight, packaging, and labeling the freight and assembling the freight ready for loading onto the carrier.

Elements	Performance Criteria
1. Identify freight	<p>1.1 Documentation for the transport of freight is examined and interpreted in accordance with appropriate workplace procedures and regulatory requirements.</p> <p>1.2 Types of freight to be transported are identified in accordance with workplace procedures, information, documents and regulatory requirements.</p>
2. Package freight	<p>2. 1 Requirements for the packaging of freight are identified and interpreted in accordance with workplace procedures.</p> <p>2. 2 Materials and resources required for packaging are selected in accordance with workplace procedures.</p> <p>2. 3 Freight is securely packaged in accordance with identified requirements.</p> <p>2. 4 Live freight is packaged and handled in accordance with workplace procedures and regulatory requirements.</p> <p>2. 5 The freight preparation in the work place is in a range of work environment and time with appropriate personal protection equipment.</p>
3. Label freight	<p>3.1 Requirements for the labeling of the freight are identified and interpreted in accordance with workplace procedures.</p> <p>3.2 Freight is correctly labeled in accordance with workplace procedures and regulatory requirements.</p>
4. Assemble freight ready for loading onto aircraft	<p>4.1 All types of freight are consolidated in accordance with loading plan.</p> <p>4.2 Freight is loaded into containers where required in accordance with workplace procedures and regulatory requirements.</p> <p>4.3 Loose freight is appropriately assembled for transfer to aircraft in accordance with workplace procedures and regulatory requirements.</p>

	<p>4.4 Live freight is placed in the appropriate assembly area and correctly cared for in accordance with workplace procedures and regulatory requirements.</p> <p>4.5 Freight containing allowable dangerous goods is appropriately segregated and stored in preparation for loading in accordance with workplace procedures and relevant regulatory requirements so as to avoid any possible hazard.</p> <p>4.6 Freight is screened by security for explosives in accordance with workplace procedures and relevant regulatory requirements.</p> <p>4.7 Performances may be demonstrated in a simulated air freight preparation and \or operational air freight preparation.</p>
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Variable	Range
Freight	<p>may include:</p> <ul style="list-style-type: none"> • aviation containers/cans loaded with freight general freight loose freight allowable dangerous goods fragile goods perishable goods • live freight unaccompanied baggage Valuables • mail/express Diplomatic human remains
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • sections of transport Safety Regulations and Civil Aviation and IMO Orders relevant to preparation of freight for transport • relevant IATA regulations • relevant industry codes of practice relevant to various categories of freight • manifests, bar codes, goods and product identification • goods identification numbers and codes • supplier and/or client instructions • OHS regulations • workplace procedures and instructions and job specification • workplace checklists for preparation of freight for transport • cold chain checklists and guidelines for the air transport of perishable goods • emergency procedures • flight schedules • local instructions • induction and training materials • Conditions of service, and industrial agreements including workplace agreements.
Freight Preparation	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • in any allowable operating and weather conditions • at freight depots and terminals (airports, rail stations, road transport terminals, ports)

	<ul style="list-style-type: none"> • in relation to any aircraft types on domestic and international flights • in accordance with regulatory and workplace requirements
Performance	<p>may be demonstrated:</p> <ul style="list-style-type: none"> • in appropriately simulated air freight preparation situations, and/or • in an operational air freight preparation situation at an airport
Personal protection equipment	<p>may include but is not limited to:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • mask or respirator • high visibility clothing • hearing and sun protections
Hazards	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • hazardous or dangerous material/substances • contamination of, or from, materials being handled • spill, leakages, ruptures and dust/vapors

Evidence Guide

Critical aspects of Competence	<p>Demonstrates knowledge and skills to:</p> <ul style="list-style-type: none"> • Identify freight • Package freight • Label freight • Assemble freight ready for loading onto aircraft
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • relevant regulatory requirements pertaining to the preparation of freight for air transport, including road and traffic regulations, IATA and IMO. • relevant OHS and environmental procedures and regulations • the loading principles for air freight • features and differences in various types of freight handling and packaging equipment used at airports and freight terminals • workplace procedures for freight preparation operations for various categories of air freight • manufacturer's instructions for relevant equipment and packing used during freight preparation operations • manual handling procedures • risks that exist when carrying out freight preparation operations and related risk control procedures and precautions • problems that may occur when carrying out freight preparation operations and appropriate action that should be taken in each case

Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • communicate effectively with others when preparing freight for flight • read and interpret instructions, regulations, procedures and other information relevant to preparing freight for flight • interpret and follow operational instructions and prioritize work • complete documentation related to preparing freight for flight • operate electronic communication equipment to required protocol • work collaboratively with others when preparing freight for flight • 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 preparing freight for flight in accordance with regulatory requirements and workplace procedures • implement contingency plans for unexpected events that may arise when preparing freight for flight • apply precautions and required action to minimize, control or eliminate hazards that may exist during the preparation of freight for flight • carry out and anticipate operational problems and hazards and take appropriate action • perform work activities in terms of planned schedule • carry out activities dependent on differing workplace contingencies, situations and environments • work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • adapt to differences in equipment and operating environment in accordance with standard operating procedures • select and use required personal protective equipment conforming to industry and OHS standards • implement OHS procedures and relevant regulations • identify and correctly use equipment required to prepare freight for flight
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: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Prepare for Transport of Packaged Dangerous Goods
Unit Code	EIS TLS2 06 0913
Unit Descriptor	This unit involves the skills and knowledge required to prepare for the transport of dangerous goods, including checking the dangerous goods load; assessing vehicle suitability to transport the intended load; checking emergency procedures and equipment; evaluating documented route plan; and completing required assessment process.

Element	Performance Criteria
1. Check dangerous goods load	<p>1.1 Load is compared against transport documentation and discrepancies are noted.</p> <p>1.2 Load is checked to ensure that dangerous goods labels are clearly visible and legible, and that packaged goods are correctly labeled.</p> <p>1.3 Load is checked to ensure containers are not damaged.</p> <p>1.4 Vehicle load is checked for compatibility or, where not compatible, is checked for appropriate segregation in accordance with regulatory requirements.</p> <p>1.5 Load is assessed to ensure that it is stowed and secured in or on vehicles in accordance with the current DGR MANUAL and the National Load Restraint Guide.</p> <p>1.6 Shipping documentation and other relevant documents are located in the cabin in accordance with regulatory requirements.</p>
2. Assess vehicle suitability to transport intended load	<p>2. 1 Vehicle is assessed for suitability and appropriateness to carry designated dangerous goods including classification, mass and configuration.</p> <p>2. 2 License and insurance requirements (where relevant) are checked for conformity with the current DGR manuals & other applicable regulatory requirements.</p> <p>2. 3 Load restraint system(s) is/are checked for serviceability and appropriateness to secure intended load.</p> <p>2. 4 Vehicle is checked to ensure that it is correctly and clearly marked/placarded for the load being carried.</p>
3. Check emergency procedures and equipment	<p>3.1 Emergency information for each type of transported dangerous good is noted.</p> <p>3.2 Regulatory and workplace procedures for an incident are noted including notification of relevant personnel and authorities and, where appropriate, use of equipment for containment, clean up or recovery.</p>

	<p>3.3 Personal protective equipment and safety equipment are checked for operational capability and appropriateness to the proposed load.</p> <p>3.4 Emergency information is located in the cabin in accordance with current DGR manuals.</p>
4. Evaluate documented route plan	<p>4.1 Selected route plan and potential difficulties including regulatory restrictions, traffic flow and conditions, obstacles, road standards and construction activities are assessed.</p> <p>4.2 Regulatory and workplace procedures for driving, parking, loading and unloading are identified including actions for disengaging and/or securing the vehicle.</p>
5. Complete documentation	<p>5.1 The load is inspected and checked for security to travel in accordance with relevant regulations/permit requirements and the current DGR manuals.</p> <p>5.2 All required documentation for the dangerous goods is completed in accordance with regulatory and workplace requirements.</p>

Variable	Range
Vehicle	<p>refers to:</p> <ul style="list-style-type: none"> • all applicable transportation modes
Information/documents	<p>May include:</p> <ul style="list-style-type: none"> • current DGR manuals, relevant industry Standards and International Standards • Safe Working Load (SWL) and Working Load Limit (WLL) • manifests, bar codes, goods and product identification • manufacturers specifications for equipment/tools • workplace procedures and policies for the transfer of product • goods identification numbers, codes and signs • supplier and/or client instructions • award, enterprise bargaining agreement, other industrial arrangements • relevant standards and certification requirements • quality assurance procedures • emergency procedures • manufacturers specifications, instructions and labeling advice for the packaged dangerous goods, including material safety data sheets • Initial Emergency Response Guide • Emergency Procedure Guide • Material Safety Data Sheet (MSDS) • descriptions for dangerous goods (i.e. proper shipping name, class and division number, packing group, subsidiary risk(s) if any) UN or ID number

Load restraint systems	are: <ul style="list-style-type: none"> • as detailed in the National Load Restraint Guide
Workplace procedures	may include: <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures • site procedures
Personal protective equipment	may include: <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • mask or respirator • breathing apparatus • high visibility clothing
Requirements	may include: <ul style="list-style-type: none"> • site restrictions and procedures • use of safety and personal protective equipment • communications equipment • specialized lifting and/or handling equipment • incident breakdown procedures • additional gear and equipment • noise restrictions • hours of operation • authorities and permits
Operations	may be conducted: <ul style="list-style-type: none"> • in a range of work environments and weather conditions • by day or night
Customers	may be: <ul style="list-style-type: none"> • internal or external
Workplaces	may comprise: <ul style="list-style-type: none"> • large, medium or small worksites
Work	may be conducted in: <ul style="list-style-type: none"> • restricted spaces • exposed conditions • controlled or open environments
Hazards in the work area	may include exposure to: <ul style="list-style-type: none"> • hazardous or dangerous materials • contamination of, or from, materials being handled • noise, light, energy sources • stationary and moving machinery, parts or components • service lines • spills, leakages, ruptures and dust/vapors
Hazard management is:	consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment

Preparation of packaged dangerous goods for transport	<p>may:</p> <ul style="list-style-type: none"> require special precautions as specified by the manufacturer
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> other employees and supervisors suppliers, potential customers and existing clients management and union representatives industrial relations, OHS specialists, and other maintenance, professional or technical staff
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> phone electronic data interchange fax email internet radio oral, aural or signed communications
Safety equipment on vehicle	<p>may include:</p> <ul style="list-style-type: none"> fire extinguishers portable warning devices eye wash kit
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> mass and loading regulations current international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> International Dangerous Goods Codes Marine Orders and the International Maritime Dangerous Goods Code International Air Transport Association (IATA) Dangerous Goods by Air regulations relevant regulations related to the carriage of dangerous goods workplace relations regulations equal opportunity legislation equal employment opportunity and affirmative action legislation relevant International Standards relevant environmental protection legislation relevant OHS legislation

Evidence Guide

Critical aspects of Competence	<p>Demonstrate knowledge and skills in:</p> <ul style="list-style-type: none"> Check dangerous goods load, Assess vehicle suitability to transport intended load, Check emergency procedures and equipment, Evaluate documented route plan, Complete documentation
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	<ul style="list-style-type: none"> • The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of: • assessing operational suitability of equipment and vehicles pertinent to dangerous goods transportation • estimating weight and dimensions of load and any special requirements • applying hierarchy of hazard control • maintaining workplace records and documentation including completion of dangerous goods declaration • determining (any) required permits • identifying hazards and planning work to minimize risks when transporting dangerous goods • selecting appropriate equipment and work systems to enable safe, efficient work
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Current Dangerous Goods regulations manuals and relevant mass and loading regulations as they apply to vehicles transporting dangerous goods • OHS procedures and guidelines concerning the transport of dangerous goods • Risks when transporting dangerous goods and related precautions to control the risk • Workplace procedures and policies for the preparation of dangerous goods • Problems that may occur when preparing for the transport of dangerous goods and action that should be taken to prevent or solve them • Housekeeping standards procedures required in the workplace • Methods of securing a vehicle following loading of dangerous goods • Relevant permit and license requirements
Underpinning Skills	<p>Demonstrates skills of:</p> <ul style="list-style-type: none"> • Communicate effectively with others when preparing for the transport dangerous goods • Read and interpret instructions, procedures, information and signs relevant to the preparation of dangerous goods for transport • Identify goods coding, markings and, where applicable, emergency information panels for the mode of transport/storage selected • Interpret and follow operational instructions and prioritize work • Complete documentation related to the preparation of dangerous goods for transport • Operate electronic communication equipment to required protocol • Estimate the mass, volume and special requirements of a load

	<ul style="list-style-type: none"> • Work collaboratively with others when preparing for the transport of dangerous goods • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems that may occur when preparing for the transport of dangerous goods in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unexpected events that may arise when preparing for the transport of dangerous goods • Recognize the hazards and apply precautions and required action to minimize, control or eliminate hazards that may exist during the preparation of dangerous goods for transport • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Apply fatigue management knowledge and techniques • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Operate and adapt to differences in equipment in accordance with standard operating procedures • Identify and correctly use equipment required to load dangerous goods • 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: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Conduct Cargo /Freight Handling Operations
Unit Code	EIS TLS2 07 0913
Unit Descriptor	This unit involves the skills and knowledge required to conduct cargo handling operations in accordance with OHS and other regulatory requirements, including handling the cargo using correct manual handling techniques, and identifying unusual or abnormal cargo and taking appropriate action to deal with it and/or report it in accordance with workplace procedures and Relevant regulatory requirements.

Element	Performance Criteria
1. Handle Cargo	<p>1.1 Cargo handling is conducted in accordance with operational priorities and requirements and directions from supervisor/team leader.</p> <p>1.2 Correct manual handling principles and techniques are applied at all times when handling various types, weight and shape of cargo.</p> <p>1.3 Cargos labels are checked to identify if cargo is marked heavy or fragile, this side up, perishable, temperature controlled.</p> <p>1.4 Cargos are lifted and maneuvered in accordance with OHS and workplace procedures relevant to the label indications on the cargo.</p> <p>1.5 Cargos with unusual shape or perceived hazard are identified and appropriate assistance sought from other persons/ team members to lift and move the cargo concerned.</p> <p>1.6 Cargos are stacked on equipment or in the cart/ belt/container in accordance with OHS and other relevant regulatory requirements and workplace procedures.</p> <p>1.7 Cargos are collected, handled and delivered to aircraft in accordance with workplace procedures, applicable regulations/legislation.</p>
2. Deal with abnormal cargos handling situations	<p>2. 1 Cargos identified as heavy, fragile or having other unusual characteristics is handled in accordance with the workplace procedures and regulatory requirements specified for the type of baggage concerned.</p> <p>2. 2 Cargos with an unintelligible or missing label is identified and processed/reported in accordance with the procedures for the cargo handling system concerned.</p>

	<p>2. 3 Cargos which have been damaged is identified and reported/processed in accordance with workplace procedures.</p> <p>2. 4 Cargos found to be leaking suspicious or potentially dangerous substances is isolated and reported in accordance with workplace procedures and regulatory requirements.</p> <p>2. 5 Cargo suspected of being a security risk is immediately isolated/reported in accordance with workplace procedures and regulatory requirements.</p> <p>2. 6 Problems that may occur during cargo handling operations are identified and appropriate action is taken to rectify and/or report the problem in accordance with the workplace Procedures, regulatory requirements and information/documents.</p> <p>2. 7 Safety hazards in the cargo handling work area are identified, personal protective equipments are used and appropriate action is taken to minimize/eliminate the risk in accordance with OHS procedures and workplace hazard control strategies.</p>
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Variable	Range
Cargo handling operations	<p>may be carried out:</p> <ul style="list-style-type: none"> • in any allowable operating and weather conditions • at both major airports and regional airports • within a fully manual process or in conjunction with automated cargo handling/management equipment • In relation to any aircraft types in service in ET. • in accordance with enterprise and operational requirements
Workplace procedures	<p>may be referred to as:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures • standard operating procedures
Persons	<p>may include:</p> <ul style="list-style-type: none"> • other members of the cargo handling team(s) • supervisors and managers • cargo agents • aircrew and technical staff
Equipment	<p>may include:</p> <ul style="list-style-type: none"> • baggage cart • barrow • baggage belts • baggage containers or cans • automated cargo handling systems • pallets, containers

Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant requirements, standards and recommended practices of the International Civil Aviation Organization (ICAO) pertaining to cargo handling operations • relevant Civil Aviation Safety Regulations and Civil Aviation Orders pertaining to cargo handling operations • Civil Aviation Act • local instructions • relevant OHS legislation • environmental protection legislation • relevant security regulations • relevant Standards • industrial relations and workplace compensation legislation
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • sections of Civil Aviation Safety Regulations and Civil Aviation Orders relevant to baggage handling operations • OHS regulations • workplace procedures and instructions and job specification baggage handling checklists • emergency procedures • flight schedules • local instructions • manufacturers specifications and instructions relevant to baggage handling equipment • induction and training materials • conditions of service, legislation and industrial agreements including workplace agreements and awards
Required personal protective equipment	<p>may include, but is not restricted to:</p> <ul style="list-style-type: none"> • hearing protection • safety gloves • safety footwear • protective clothing
Performance	<p>may be demonstrated on:</p> <ul style="list-style-type: none"> • appropriately simulated cargo handling situations • an operational baggage handling situation at an airport

Evidence Guide

Critical aspects of Competence	<p>Demonstrate knowledge and skills in:</p> <ul style="list-style-type: none"> • Identify and correctly use equipment required to conduct cargo handling operations Implement OHS procedures and relevant regulations • relevant legislation and workplace procedures • The principles of safe and effective cargo handling • Features and differences in various types of cargo handling equipment used at various airports • Select and use required personal protective equipment conforming to industry and OHS standards
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	<ul style="list-style-type: none"> • Handle Cargo, Deal with abnormal cargos handling situations • Monitor and anticipate operational problems and hazards and take appropriate action • Monitor work activities in terms of planned schedule • Complete documentation related to cargo handling operations • Operate electronic communication equipment to required protocol • Read and interpret instructions, regulations, procedures and other information relevant to cargo handling operations • Problems that may occur when carrying out cargo handling operations and appropriate action that should be taken in each case
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Relevant sections of Civil Aviation Safety Regulations and Civil Aviation Orders • Relevant OHS and environmental procedures and regulations • The principles of safe and effective cargo handling • Features and differences in various types of cargo handling equipment used at various airports • Workplace procedures for cargo handling operations • Manufacturer's instructions for relevant equipment used during cargo handling operations • Risks that exist when carrying out cargo handling operations and related risk control procedures and precautions • Problems that may occur when carrying out cargo handling operations and appropriate action that should be taken in each case
Underpinning Skills	<p>Demonstrates skills of:</p> <ul style="list-style-type: none"> • Communicate effectively with others when conducting cargo handling operations • Read and interpret instructions, regulations, procedures and other information relevant to cargo handling operations • Interpret and follow operational instructions and prioritize work • Complete documentation related to cargo handling operations • Operate electronic communication equipment to required protocol • Work collaboratively with others when conducting cargos handling operations • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems that may occur when conducting cargo handling operations in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unexpected events that may arise when conducting cargo handling operations

	<ul style="list-style-type: none"> • Apply precautions and required action to minimize, control or eliminate hazards that may exist when conducting cargo handling operations • Monitor and anticipate operational problems and hazards and take appropriate action • Monitor work activities in terms of planned schedule • Modify activities dependent on differing workplace contingencies, situations and environments • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Adapt to differences in equipment and operating environment in accordance with standard operating procedures • Select and use required personal protective equipment conforming to industry and OHS standards • Implement OHS procedures and relevant regulations • Identify and correctly use equipment required to conduct cargo handling operations
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be 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: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Check and Assess Operational Capabilities of Equipment
Unit Code	EIS TLS2 08 0913
Unit Descriptor	This unit involves the skills and knowledge required to check and assess the operational capabilities of equipment in accordance with workplace requirements, including inspecting equipment and work area, checking the operational capability of equipment and its safety devices, identifying and assessing the impact of faults on safety and work requirements, and recording and reporting the results of inspection and testing in accordance with workplace procedures and relevant regulatory requirements.

Elements	Performance Criteria
1 Inspect equipment and work area	<p>1.1 Equipment is inspected prior to start-up in accordance with workplace pre-operational functional safety check procedures and manufacturers specifications.</p> <p>1.2 Aspects of equipment/<i>work</i> area found to be outside manufacturers and/or <i>workplace</i> specifications are reported to designated persons for appropriate action.</p>
2 Check equipment operational capability	<p>2.1 Equipment and components are tested after start-up in accordance with manufacturers' specifications and <i>workplace procedures</i>.</p> <p>2.2 Warning systems are all <i>checked for operational effectiveness</i>.</p>
3 Identify and assess impact of faults on work requirements	<p>3.1 Faults are identified and assessment made of the potential effect on the operation of the equipment for the required work.</p> <p>3.2 Faults that may affect the safe operation of the equipment are reported to the appropriate personnel for rectification.</p>
4 Record and report results of inspection and testing	<p>4.1 The results of the inspection and testing are accurately reported in accordance with regulatory requirements, workplace policy and industry guidelines.</p> <p>4.2 <i>Records</i> are made clear, unambiguous and concisely kept in accordance with workplace policy.</p> <p>4.3 Clear reference is made to any items which may affect the future safety of the equipment.</p>

Variable	Range
Work	<p>may be conducted in:</p> <ul style="list-style-type: none"> • a range of work environments • by day or night • limited or restricted spaces

	<ul style="list-style-type: none"> • exposed conditions • controlled or open environments
Workplaces	<p>may comprise:</p> <ul style="list-style-type: none"> • large, medium or small worksites
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Operational checks	<p>may be performed by:</p> <ul style="list-style-type: none"> • operating/checking the functionality of various pieces of safety and component equipment (where applicable)
Records/results of pre-operation tests	<p>may include:</p> <ul style="list-style-type: none"> • details of faulty equipment or specific components • action taken • results of testing • details of repair and maintenance work to be undertaken
Customers	<p>may be:</p> <ul style="list-style-type: none"> • internal or external
Purpose of equipment checking and inspection	<p>is to:</p> <ul style="list-style-type: none"> • ensure it is free from damage, leaks and obstructions that may prejudice safety or limit operational capability
Safety and operational capability checks	<p>may be performed:</p> <ul style="list-style-type: none"> • on a range of equipment used in the stevedoring, transport, warehousing, distribution and/or storage industries
Visual checks	<p>may include but are not limited to:</p> <ul style="list-style-type: none"> • pressure over/under specification • fluid leaks • temperature over/under specifications • cracks, surface or structural faults or other damage • tightness of bolts, fixtures and fittings within specifications
Hazards in the work area	<p>may include exposure to:</p> <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods and materials • a fire or explosion • faulty equipment/tools
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • workplace personnel • supervisors and managers • equipment manufacturers • site visitors • contractors • official representatives
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear

	<ul style="list-style-type: none"> • safety glasses • two-way radios • high visibility clothing
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • phone • fax • email • internet • RF communications • barcode readers • oral, aural or signed communications
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> • workplace procedures and policies for the checking and assessment of the equipment concerned • manufacturers specifications for equipment/tools • equipment identification labels, barcodes and serial numbers • supplier and/or client instructions • relevant OHS requirements and policies • relevant Ethiopian standards and certification requirements • material safety data sheets where applicable • codes of practice including the National Standards for Manual Handling and the Industry Safety Code • relevant legislation, regulations and related documentation including the EDG Code • award, enterprise bargaining agreement and other industrial arrangements • quality assurance and emergency procedures
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant standards, codes and regulations pertaining to the checking and operation of the equipment concerned • relevant OHS legislation • relevant environmental protection legislation • license, patent or copyright arrangements • export/import/quarantine/bond requirements • relevant Ethiopian standards and certification requirements • workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation • workers compensation regulations

Evidence Guide

Critical aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to:</p> <ul style="list-style-type: none"> • Inspect equipment and work area • Check equipment operational capability • Identify and assess impact of faults on work requirements • Record and report results of inspection and testing
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Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Communicate effectively with others when checking and assessing the operational capability of equipment • Read and interpret instructions, procedures, information, labels and signs relevant to the checking and assessing of the operational capability of equipment • Interpret and follow operational instructions and prioritize work • Complete documentation related to the checking and assessing of the operational capability of equipment • Work collaboratively with others when checking and assessing the operational capability of equipment • 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 • Operate and adapt to differences in equipment in accordance with standard operating procedures • Select and use required personal protective equipment conforming to industry and OHS standards • Select and use relevant equipment and communications technology when checking and assessing the operational capability of equipment • Service equipment in terms of maintenance schedule and standard operating procedures • Check and replenish fluids and carry out lubrication processes in the course of work activities
Underpinning Skills	<p>Demonstrate skills of:</p> <ul style="list-style-type: none"> • Workplace procedures and policies for the checking and assessing of the operational capability of equipment • Focus of operation of work systems, equipment, management and site operating systems for the checking and assessing of the operational capability of equipment • The characteristics, capabilities and limitations of the equipment • Tools and equipment used during the checking and assessing of the operational capability of equipment and the precautions and procedures that should be followed in their use

	<ul style="list-style-type: none"> • Problems that may occur when checking and assessing the operational capability of equipment and appropriate action that can be taken to resolve the problems • Operational safety requirements for the equipment concerned • Housekeeping standards procedures required in the workplace • Site layout and obstacles
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: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Conduct Weighbridge Operations
Unit Code	EIS TLS2 09 0913
Unit Descriptor	This unit involves the skills and knowledge required to conduct weighbridge operations in accordance with regulatory requirements and workplace procedures, including setting up for weighbridge operations, weighing loaded vehicles, weighing unloaded vehicles, finalizing weighbridge operations, and completing required records and documentation.

Elements	Performance Criteria
1. Set up for weighbridge operations	<p>1.1 Weighbridge systems, including equipment, computer and recording arrangements are checked for operational status.</p> <p>1.2 Calibrating/testing to confirm accuracy of weighbridge operation and related functions are conducted in accordance with workplace procedures, manufacturer's instructions and relevant legislation.</p> <p>1.3 Accurate reporting of the results of the inspection and testing is kept in accordance with statutory requirements, workplace policy and industry guidelines.</p> <p>1.4 Faults/discrepancies in weighbridge operation are identified and action is undertaken in accordance with workplace procedures.</p>
2. Weigh loaded vehicles	<p>2.1 Vehicles are turned away likely to exceed weighbridge weight limit.</p> <p>2.2 Vehicles are directed onto platform to obtain accurate weight.</p> <p>2.3 Weight of loaded stationary vehicle is registered against vehicle and load identification.</p> <p>2.4 Vehicle and load information are entered into workplace recording system and driver is issued with receipt and/or statement.</p> <p>2.5 Areas of dispute are resolved or forwarded for further action undertaken in accordance with workplace procedures.</p>

3. Weigh unloaded vehicles	<p>3.1 Vehicles are directed onto platform to obtain accurate weight.</p> <p>3.2 Weight of unloaded stationary vehicle is registered against vehicle.</p> <p>3.3 Proposed load weight is assessed for conformance to statutory requirements.</p> <p>3.4 Where appropriate, loading operations are commenced in accordance with legal loading weight, customer requirements and workplace procedures with vehicle re-weighed to establish final load weight.</p> <p>3.5 Vehicle and load information is entered into work recording system and invoice is issued to driver where appropriate.</p> <p>3.6 Driver signatures on weighbridge documents, invoices or receipts are obtained in accordance with statutory and workplace environment.</p> <p>3.7 Areas of dispute are resolved or forwarded for further action to be undertaken in accordance with workplace procedures.</p>
4. Complete weighbridge operations	<p>4.1 Weighbridge systems, including equipment, computer and recording arrangements are secured or made ready for next shift.</p> <p>4.2 Record of operations is maintained and filed in accordance with workplace procedures and statutory requirements for work.</p>

Variable	Range
Calibration and/or testing of equipment	may include: <ul style="list-style-type: none"> • required prior to and during operations
Weighbridge operation	May include: <ul style="list-style-type: none"> • electro/mechanical • electronic and computerized
Workplace procedures	May include: <ul style="list-style-type: none"> • company procedures • workplace procedures • organizational procedures • established or standard procedures
Applicable regulations and legislation	May include: <ul style="list-style-type: none"> • traffic acts and road transport mass and loading regulations • relevant OHS legislation • relevant environmental protection legislation • relevant and international standards and certification requirements • workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation • workers compensation regulations

Workplaces	May include: <ul style="list-style-type: none"> • large, medium or small worksites
Vehicles	May include: <ul style="list-style-type: none"> • trucks • articulated road vehicles • trailers • wagons
Information/documents	May include: <ul style="list-style-type: none"> • operations manuals, job specifications and procedures • induction documentation • competency standards and training materials • manufacturers specifications and instructions for the operation of weighbridge equipment • material safety data sheets • workplace operating procedures and policies • supplier and/or client instructions • and international standards, criteria and certification requirements • codes of practice including the National Standards for Manual Handling and the Industry Safety Code • relevant regulations including the IMDG Code • award, workplace bargaining agreement, other industrial arrangements • OHS procedures • quality assurance procedures • emergency procedures
Customers	May include: <ul style="list-style-type: none"> • internal or external
Work	May include: <ul style="list-style-type: none"> • in a range of work environments and by day or night
Workplace environment	May include movement of equipment, goods, products, materials and vehicular traffic
Personal protective equipment	may include: <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • protective clothing • respirators and fume/dust masks • high visibility clothing
Requirements for work	May include: <ul style="list-style-type: none"> • site restrictions and procedures • use of safety and personal protective equipment • communications/recording equipment • authorities and permits • breakdown and emergency procedures

Hazards in the work area	<p>May include:</p> <ul style="list-style-type: none"> chemicals and pesticides dangerous or hazardous substances stationary and moving equipment, parts and materials noise, light, energy sources electrical equipment humidity, air temperature, radiant heat and faulty equipment
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> phone fax email/internet Electronic Data Interchange (EDI) RF systems oral, aural or signed communications

Evidence Guide	
Critical Aspect of Competence	<p>Must demonstrate skills and knowledge competence to</p> <ul style="list-style-type: none"> Workplace procedures and policies for the conduct of weighbridge operations Equipment applications, capacities, configurations, safety hazards and control mechanisms Calculation method and approaches for both metric and imperial system Records and documentation requirements for weighbridge operations Apply precautions and required action to minimize, control or eliminate hazards that may exist during the conduct of weighbridge operations Read and interpret instructions, procedures and information relevant to the conduct of weighbridge operations
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> Regulations relevant to the conduct of weighbridge operations including Dangerous Goods Code where applicable Relevant OHS and environmental protection procedures and guidelines Workplace procedures and policies for the conduct of weighbridge operations Problems that may occur when conducting weighbridge operations and appropriate action that can be taken to resolve the problems Equipment applications, capacities, configurations, safety hazards and control mechanisms Records and documentation requirements for weighbridge operations Classification procedures Dispatch procedures

	<ul style="list-style-type: none"> • Calculation method and approaches for both metric and imperial systems • Correct weighing procedures including statutory and workplace requirements • Emergency response procedures • Site layout
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when conducting weighbridge operations • Read and interpret instructions, procedures and information relevant to the conduct of weighbridge operations • Interpret and follow operational instructions and prioritize work • Complete documentation related to the conduct of weighbridge operations • Operate electronic communication equipment to required protocol • Work collaboratively with others when conducting weighbridge operations • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems, errors or malfunctions that may occur when conducting weighbridge operations in accordance with regulatory requirements and workplace procedures • Apply precautions and required action to minimize, control or eliminate hazards that may exist during the conduct of weighbridge operations • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Operate and adapt to differences in equipment in accordance with standard operating procedures • Select and use required personal protective equipment conforming to industry and OHS standards • Set up and maintain weighbridge equipment • Identify, select and efficiently and effectively use weighbridge equipment • Monitor performance of weighbridge equipment
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be 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: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Apply Info-technology Devices in the Workplace
Unit Code	EIS TLS2 10 0913
Unit Descriptor	This unit involves the skills and knowledge required to use info technology devices in the workplace including identifying info technology equipment and systems; setting up and shutting down equipment for use; and inputting, retrieving and presenting files/data in accordance with work requirements.

Elements	Performance Criteria
1. Identify info technology systems	<p>1.1 Types of info technology equipment used in the work area are identified.</p> <p>1.2 Functions of equipment, component parts and accessories are identified.</p> <p>1.3 Applications are interpreted for workplace activities of the different info technology equipment and systems.</p> <p>1.4 Routine faults are identified in operation systems, software applications and operator errors.</p> <p>1.5 Sources of information on rectifying/reporting faults with operating equipment, systems and application are identified.</p>
2. Access and operate computer-based equipment and systems	<p>2.1 Personal work environments and equipment are adjusted to meet ergonomic requirements and workplace policy and procedures.</p> <p>2.2 Systems are accessed and checked where required for viruses.</p> <p>2.3 Equipment is set up for work requirements in accordance with workplace procedures and manufacturers guidelines.</p> <p>2.4 Operating manuals and/or help screens for info technology equipment and software are used to inform work practices.</p> <p>2.5 Software packages and accessories for required application are selected and accessed.</p> <p>2.6 Required file and/or data to be accessed is identified.</p> <p>2.7 Files/data are filed according to workplace</p> <p>2.8 Shut-down procedures for files, applications and equipment are followed</p>
3. Input, store and present files/data	<p>3.1 Data is entered using appropriate equipment, keyboard/ mouse, bar code reader, touch screen or other system.</p> <p>3.2 Accurate input is confirmed.</p> <p>3.3 Files are accessed in accordance with workplace procedures.</p>

	<p>3.4 Data is manipulated to suit work requirements and checked for accuracy.</p> <p>3.5 Saved files are accessed through relevant directories.</p> <p>3.6 Computer applicable information and disk(s) are stored where appropriate.</p> <p>3.7 Information is presented using computerized projection facilities where required.</p>
4. Implement workplace procedures for management and security of data	<p>4.1 Security procedures are followed in accordance with workplace procedure.</p> <p>4.2 Precautions followed against the loss or corruption of data is in accordance with workplace procedures.</p>

Variable	Range
Info-technology equipment	<p>may include:</p> <ul style="list-style-type: none"> • Keyboards • Monitors • Bar Code Readers • Printers • Central Processors • CD-Rom Drives • Zip Drives • USB Drives • Touch Screens • Visual Display Units • Desktop Computers • Laptop Computers • Radio Frequency Devices • Computer Driven Projectors
Workplaces	<p>May include:</p> <ul style="list-style-type: none"> • large, medium or small worksites
Operations	<p>May include:</p> <ul style="list-style-type: none"> • in a range of work environments • by day or night • in a range of typical weather conditions
Work	<p>May include:</p> <ul style="list-style-type: none"> • in a range of work contexts
Workplace procedures	<p>May include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Computer applications	<p>May include:</p> <ul style="list-style-type: none"> • word processing software • inventory control and stock management systems

	<ul style="list-style-type: none"> • Electronic Data Interchange (EDI) systems • information databases and storage systems • invoicing and payment systems • manifests control systems • work organization systems • networks including intranet/internet browsers • computerized presentation software computerized control/monitoring systems • relevant OHS legislation • relevant environmental protection legislation • workplace relations regulations • workers compensation regulations • Dangerous Goods Code and regulations
Information/documents	<p>May include:</p> <ul style="list-style-type: none"> • goods identification numbers and codes • manifests, bar codes, goods and container identification/serial number • manufacturer's instructions concerning the use computing equipment • workplace procedures and policies for the use of computer equipment • supplier and/or client instructions • material safety data sheets • relevant codes of practice • safe working or other notices • relevant legislation, regulations and related documentation • award, enterprise bargaining agreement, other industrial arrangements • standards and certification requirements • quality assurance procedures • emergency procedures
Communication in the work area	<p>May include:</p> <ul style="list-style-type: none"> • phone/mobile phones • Electronic Data Interchange (EDI) • fax • email • internet • radio • oral, aural or signed communications
Customers	<p>May include:</p> <ul style="list-style-type: none"> • internal or external
Personnel in the work area	<p>May include:</p> <ul style="list-style-type: none"> • workplace personnel • site visitors • contractors • official representatives

Evidence Guide	
Critical Aspect of Competence	<p>Must demonstrate skills and knowledge competence to:</p> <ul style="list-style-type: none"> • Read and interpret instructions, procedures, information and manuals relevant to the use of info technology devices in the workplace • Access and/or complete electronic documentation through the use of info technology devices in the workplace • Identify Typical problems that can occur when using info technology devices, and computer applications in the workplace and related appropriate action that can be taken to prevent or solve them
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant OHS procedures and guidelines concerning the use of computer equipment in the workplace • OHS risks and hazards when using computer equipment for work tasks, and ways of controlling the risks/hazards • Workplace procedures for the use of computer equipment and application software appropriate for work role • Typical problems that can occur when using info technology devices, and computer applications in the workplace and related appropriate action that can be taken to prevent or solve them • Housekeeping standards and procedures required in the workplace • Workplace or site layout
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when using info technology devices in the workplace • Read and interpret instructions, procedures, information and manuals relevant to the use of info technology devices in the workplace • Interpret and follow operational instructions and prioritize work • Access and/or complete electronic documentation through the use of info technology devices in the workplace • Identify and use computer equipment, software, processes and procedures required within the context of the job • Work collaboratively with others when using info technology with standard operating procedures • Maintain eye-hand coordination devices in the workplace • Promptly report and/or rectify any identified problems, faults or malfunctions that may arise when using info technology devices in the workplace in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unanticipated situations that may arise when using info technology devices in the workplace including the use of security and backup software and procedures

	<ul style="list-style-type: none"> • Apply precautions and required action to minimize, control or eliminate hazards that may exist when using info technology devices in the workplace • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment <p>Adapt to differences in software and equipment in accordance</p>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be accessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Load and Unload Goods/Cargo
Unit Code	EIS TLS2 11 0913
Unit Descriptor	This unit involves the skills and knowledge required to load and unload goods and cargo, including loading and unloading goods, securing and protecting the load and completing all required documentation.

Elements	Performance Criteria
1. Load and unload goods/cargo	<p>1.1 Load characteristics are identified and taken into account when determining appropriate loading and unloading procedures.</p> <p>1.2 Dangerous or hazardous goods are identified and handled in accordance with the IMO Dangerous Goods (IMDG) Code and other relevant regulations/permit requirements.</p> <p>1.3 Load is packed/unpacked to make safe and effective use of available spaces.</p> <p>1.4 Goods/cargo are/is loaded in accordance with relevant mass and loading regulations and workplace procedures.</p> <p>1.5 Lifting aids and appliances are selected and used to aid loading procedures in compliance with workplace procedures and safety legislation.</p> <p>1.6 Unloading activities are conducted in a safe and efficient manner taking into account suitable locations, stowage, safe use of equipment and the balance of the remaining load.</p> <p>1.7 Goods requiring special handling and/or documentation are identified and appropriate procedures followed.</p> <p>1.8 Relocated material is restacked appropriate for the transport method, safe height, weight loading, size and crushability of the goods.</p>
2. Secure and protect load	<p>2.1 The distribution of the load is checked to ensure that it is even, legal and within safe working capacity.</p> <p>2.2 Load is checked to ensure that dangerous goods and hazardous substances are appropriately segregated in accordance with the IMDG Code.</p> <p>2.3 Load is secured using the correct load restraint and personal protective equipment for different loads, carrying and storage conditions.</p> <p>2.4 The load is protected in accordance with legal and work place safety requirements.</p>

3. Complete documentation	<p>3.1 The load is inspected and checked for security to travel in accordance with relevant regulations/permit requirements and the IMDG Code where applicable.</p> <p>3.2 All required documentation for the goods is completed in accordance with workplace requirements including the IMDG Code where applicable.</p> <p>3.3 Performance reports & goods transfer documents are communicated to relevant personnel according to work place procedure.</p>
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Variable	Range
Loads	may include: <ul style="list-style-type: none"> • manually • with the aid of lifting equipment and/or appliances
Hazards	May include: <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances movements of equipment, goods and materials
Goods/cargo	May include: <ul style="list-style-type: none"> • require special precautions
Workplace procedures	May include: <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Workplaces	may include: <ul style="list-style-type: none"> • large, medium or small worksites
Personnel in the work area	may include: <ul style="list-style-type: none"> • workplace personnel • contractors • official representatives
Personal protective equipment	May include: <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios and high visibility clothing
Applicable regulations and legislation	may include: <ul style="list-style-type: none"> • relevant standards and regulations including state/territory mass and loading regulations
Information/documents may include	May include: <ul style="list-style-type: none"> • goods identification numbers and codes, including IMDG and IMDG markings and HAZCHEM signs • manifests, bar codes, goods and container identification • manufacturers specifications for equipment/tools • workplace procedures and policies for the loading and unloading of goods/cargo

	<ul style="list-style-type: none"> • supplier and/or client instructions • material safety data sheets • codes of practice including the National Standards for Manual Handling and the Industry Safety Code • award, enterprise bargaining agreement, other industrial arrangements • relevant standards and certification requirements • quality assurance procedures • emergency procedures • Load Restraint Guide
Communication in the work area	<p>May include:</p> <ul style="list-style-type: none"> • phone • electronic data interchange • fax • email • internet • radio • oral, aural or signed communications
Work	<p>May include:</p> <ul style="list-style-type: none"> • restricted spaces • exposed conditions • controlled or open environments
Operations	<p>may include:</p> <ul style="list-style-type: none"> • irregularly shaped • packaged or unpackaged • labeled or unlabelled • palletted or unpalletted
Customers	<p>May include:</p> <ul style="list-style-type: none"> • internal or external

Evidence Guide	
Critical Aspect of Competence	<p>Must demonstrate skills and knowledge competence to:</p> <ul style="list-style-type: none"> • relevant standards and regulations including mass and loading regulations • risks when loading and unloading goods/cargo and related precautions to control the risk • OHS procedures and guidelines concerning the lifting and movement of loads • apply workplace procedures and policies and complete documentation related to the loading and unloading of goods and cargo • Estimate the size, shape and special requirements of loads and take appropriate action
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant standards and regulations including mass and loading regulations • international regulations and codes of practice for the handling

	<p>and transport of dangerous goods and hazardous substances</p> <ul style="list-style-type: none"> • OHS procedures and guidelines concerning the lifting and movement of loads • Risks when loading and unloading goods/cargo and related precautions to control the risk • Security awareness requirements when loading and unloading vehicles and in particular the recognition, isolation and reporting of suspicious cargo and goods • Workplace procedures and policies for the loading and unloading of goods/cargo • Housekeeping standards procedures required in the workplace • Methods of securing a load • Site layout and obstacles • Problems that may arise when loading and unloading goods and cargo and actions that should be taken to prevent or solve them
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when loading and unloading goods and cargo • Read and interpret instructions, procedures, information, signs and labels relevant to the loading and unloading of goods and cargo • Identify containers and goods coding ,IMDG and IMDG markings and, where applicable, emergency information panels and take appropriate action • Interpret and follow operational instructions and prioritize work • Complete documentation related to the loading and unloading of goods and cargo • Operate electronic communication equipment to required protocol • Estimate the size, shape and special requirements of loads and take appropriate action • Work collaboratively with others when loading and unloading goods and 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 that may arise when loading and unloading goods and cargo in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unexpected situations that may occur when loading and unloading goods and cargo • Apply precautions and required action to minimize, control or eliminate hazards that may exist during the loading and unloading of goods and cargo • Monitor work activities in terms of planned schedule

	<ul style="list-style-type: none"> • Modify activities depending on differing operational contingencies, risk situations and environments • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Operate and adapt to differences in cargo and 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: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Operate Firefighting Equipment
Unit Code	EIS TLS2 12 0913
Unit Descriptor	This unit involves the skills and knowledge required to operate and check firefighting equipment in accordance with manufacturer's instructions and workplace emergency procedures, including identifying and selecting the appropriate equipment, using the firefighting equipment to fight a fire, and checking that the firefighting equipment is operational.

Elements	Performance Criteria
1. Check firefighting equipment	<p>1.1 Firefighting equipment is checked for serviceability as per manufacturers' specifications and regulatory requirements.</p> <p>1.2 Non-functioning equipment or equipment which is past its service date is identified and reported to designated personnel for replacement or service.</p>
2. Use firefighting equipment	<p>2.1 Equipment and personal protective equipment used for fighting fires are correctly selected for type of fire in accordance with manufacturer's instructions.</p> <p>2.2 Fire is controlled using firefighting work equipment according to manufacturer's instructions and workplace emergency procedures.</p> <p>2.3 Equipment is stored safely according to manufacturer's instructions and workplace procedures.</p> <p>2.4 Information and documentation are recorded.</p>

Variable	Range
Personal protective equipment	<p>May include:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • protective clothing • high visibility clothing
Fires	<p>May include:</p> <ul style="list-style-type: none"> • Classes A, B, C and F in the standard classification of fire
Work	<p>May include:</p> <ul style="list-style-type: none"> • in a range of work environments • by day or night • limited or restricted spaces • exposed conditions
Workplaces	<p>May include:</p> <ul style="list-style-type: none"> • large, medium or small worksites

Workplace procedures	<p>May include:</p> <ul style="list-style-type: none"> • standard operating procedures • company procedures • enterprise procedures • organizational procedures • established procedures
Information and documentation	<p>May include:</p> <ul style="list-style-type: none"> • workplace fire emergency procedures and policies • relevant OHS and environmental protection regulations • codes of practice and regulations relevant to fire emergencies, including safe working regulations and local authority regulations and procedures • relevant regulations and codes of practice for the transport of dangerous goods and hazardous substances • operations manuals, job specifications and induction documentation • manufacturers specifications for firefighting equipment • technical instructions • electrified territory regulations • dangerous goods declarations and material safety data sheets (where applicable)
Customers	<p>may include:</p> <ul style="list-style-type: none"> • internal or external
Hazards in the work area	<p>may include :</p> <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • live electrical circuits • movements of equipment, goods, materials, trains and vehicular traffic
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • phone • Electronic Data Interchange (EDI) • fax • email • internet • oral, aural or signed communications
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant codes, regulations and safe working systems for the use and checking of firefighting equipment • the Code of Practice for the Defined Interstate Rail Network in situations where fire emergencies occur on that network • national and international regulations and codes of practice for the transport of dangerous goods and hazardous substances • relevant state/territory OHS and environmental protection legislation • workplace relations regulations

Evidence Guide	
Critical Aspect of Competence	<p>Must demonstrate skills and knowledge competence to:</p> <ul style="list-style-type: none"> • apply chemistry of fire, the effects of different types of material in a fire and the principles underlying the spread of fire and its extinguishment • Identify Types of firefighting appliances, equipment and systems, their identifying features, principles of operation and the procedures for their use. • Apply Fire fighting techniques, agents and precautions applicable to different classes of fire • Read and interpret instructions, procedures, regulations, signs and labels relevant to the use of firefighting equipment and apply them to work activities
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant codes of practice, regulations and safe working systems relevant to the use and checking of firefighting equipment • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for the use and checking of firefighting equipment • The chemistry of fire, the effects of different types of material in a fire and the principles underlying the spread of fire and its extinguishment • The different classes of fire, their characteristics and strategies and equipment needed for their extinguishment • Types of fire fighting appliances, equipment and systems, their identifying features, principles of operation and the procedures for their use and basic checking of serviceability • Fixed fire prevention and extinguishing installations and their principles of operation • Fire fighting techniques, agents and precautions applicable to different classes of fire • Typical problems that can occur with firefighting equipment and operations and appropriate action and solutions • Manufacturer's instructions for the checking of firefighting equipment
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when fighting fires using firefighting equipment • Read and comprehend simple statements in English • Read and interpret instructions, procedures, regulations, signs and labels relevant to the use of firefighting equipment and apply them to work activities • Interpret and follow operational instructions and prioritize work

	<ul style="list-style-type: none"> • Work safely and collaboratively with others when fighting fires using firefighting equipment • 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 arise when using firefighting equipment in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unanticipated situations that may occur when using firefighting equipment • 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 fire fighting activities and take appropriate initiatives depending on limits of responsibility, differing workplace contexts, risk situations and environments • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Identify and correctly select, use and carry out basic checks on firefighting equipment relevant to own work functions • Operate and adapt to differences in firefighting equipment and emergency procedures in the workplace • Monitor performance of firefighting equipment and take appropriate action is required • 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: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Apply Specialist Permit Requirements as Part of Customs Broking
Unit Code	EIS TLS2 13 0913
Unit Descriptor	This unit involves the skills and knowledge required applying specialist permit requirements as part of customs broking activities in accordance with customs and related legislation and workplace requirements. It includes identifying required permits; assessing permit applications; and facilitating the gaining of permits.

Elements	Performance Criteria
1. Identify Required Permits	<p>1.1 Requiring permits from agencies are identified based on customs and related legislation.</p> <p>1.2 Correct permits are identified for import/export of goods.</p> <p>1.3 Goods and commodities restricted/prohibited for import/export under the laws of Ethiopian and other countries are identified.</p>
2. Assess Permit Applications	<p>2.1 Permit application process is understood and followed by the applicant.</p> <p>2.2 Specialist expertise is engaged to clarify permit application process as required.</p> <p>2.3 Information required for permit application is gathered and documentation.</p> <p>2.4 Other required documentation is identified and gathered.</p> <p>2.5 Liaison is undertaken with client as required to facilitate completion of permit application.</p> <p>2.6 Permit application is checked.</p> <p>2.7 Permit application and other required documentation is lodged.</p> <p>2.8 Client is kept informed about the application process and progress.</p>
3. Facilitate Gaining Of Permits	<p>3.1 Problems arising with application are identified and addressed.</p> <p>3.2 Negotiations and discussions are entered into with clients, relevant personnel and permit issuing authorities to facilitate issuing of permits.</p> <p>3.3 Approved applications are reviewed to ensure compliance with client requirements.</p> <p>3.4 Permit requirements are communicated to clients.</p> <p>3.5 Application and permit documentation is stored in accordance with workplace procedure and relevant regulatory requirements.</p>

Variable	Range
Applicable regulations and legislation	<p>May Include:</p> <ul style="list-style-type: none"> • Relevant codes and regulations for the issuing of specialist permits • Customs and related legislation • Export/import/quarantine/bond requirements • International regulations and codes of practice for the transport of dangerous goods and hazardous substances • Other legislation relating to restrictions and prohibitions on imports and exports and related permit requirements • Relevant OHS and environmental protection legislation • Workplace relations regulations • Equal opportunity legislation • Equal employment opportunity and affirmative action legislation • Workers compensation regulations
Restricted/prohibited	<p>May include:</p> <ul style="list-style-type: none"> • Livestock • Flora and fauna • Wines and spirits • Specified horticultural products • Plant and animal products from countries with known diseases, viruses and other contagious pathogens • Commodities containing ozone-depleting substances • Therapeutic goods and complementary medicines • Hazardous waste • Heritage and cultural items • Dangerous goods, explosives, firearms and ammunition • Imported foods • Industrial chemicals • Goods and materials that may be used to construct explosives or weapons of mass destruction (WMD) as determined by the department of foreign affairs and trade (DFAT) • Other commodities subject to Ethiopian and overseas government regulations and requiring specialist permits
Information	<p>May include:</p> <ul style="list-style-type: none"> • Wildlife conservation requirements, such as: <ul style="list-style-type: none"> ➢ Wildlife conservation in Ethiopia ➢ International treaties for wildlife conservation ➢ Export/import regulations for wildlife ➢ Permit validation for exports to the USA ➢ Acquittals and Specimen Export Records (SER) • Quarantine permit requirements, such as: <ul style="list-style-type: none"> ➢ Quarantine treatment ➢ Cargo clearance ➢ Pests and diseases

	<ul style="list-style-type: none"> ➤ Plant quarantine ➤ Animal quarantine ➤ Plant and animal exports • Other specialist permit requirements, such as: <ul style="list-style-type: none"> ➤ Wines and spirits ➤ Prescribed amounts of cash ➤ Commodities containing ozone-depleting substances ➤ Requirements for therapeutic goods administration permits (TGP)) ➤ Hazardous waste ➤ Heritage and cultural items ➤ Dangerous goods, explosives, firearms, ammunition, and chemical, biological and radioactive weapons materials and components and other prohibited imports and exports ➤ Imported food program and permit regulations ➤ Requirements of the national industrial chemicals notification and assessment scheme (NICNAS) ➤ Regulations and permits pertaining to goods and materials that may be used to construct explosives or weapons of mass destruction (WMD) as determined by the department of foreign affairs and trade ➤ Dual use goods covered by the WMD act
Checks	<p>May include:</p> <ul style="list-style-type: none"> • Accuracy checks • Checks for missing information • Checks for unfulfilled requirements • Whether supplementary documents are required
Communication	<p>May include:</p> <ul style="list-style-type: none"> • Phone • Electronic Data Interchange (EDI) • Fax • Email • Internet • RH systems • Oral, aural or signed communications
Documentation	<p>May include:</p> <ul style="list-style-type: none"> • Regulations and codes of practice relevant to import and export procedures • Relevant OHS and environmental protection regulations • Workplace policies and procedures related to specialist permit requirements • Quality assurance procedures • Emergency procedures • Operations manuals, job specifications and induction documentation • Dangerous goods declarations and material safety data sheets, where applicable • Goods manifest

	<ul style="list-style-type: none"> • Relevant Ethiopian standards and certification requirements • Other government documentation covering regulated trade (including online)
Workplace procedures	<p>May be called:</p> <ul style="list-style-type: none"> • Standard Operating Procedures (SOPs) • Company procedures • Enterprise procedures • Organizational procedures • Established procedures
Agencies from which permits	<p>may be obtained:</p> <ul style="list-style-type: none"> • Ethiopian quarantine and inspection service • Ethiopian custom service • Ministry of agriculture • Ministry of industry • Ministry of science and technology • Ministry of health • Ministry of National defense • Ministry of foreign affairs and trade • Ethiopian federal police • Attorney generals department • Office of prime minister and cabinet • Ministry of urban development and construction, • Ministry of transport

Evidence Guide	
Critical Aspects Of Competence	<p>Demonstrate knowledge and skills of:</p> <ul style="list-style-type: none"> • Identifying required permits • Facilitating the gaining of permits • Communicating and negotiating with customers and agencies responsible for the issuing of permits
Underpinning Knowledge And Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Customs, quarantine and other legislation relevant to the application of specialist permit requirements, including the prohibited import regulations, prohibited export regulations, dangerous goods code and relevant wildlife conservation quarantine or other legislative requirements • Relevant sections of national and state or territory regulatory requirements and codes of practice • Relevant OHS and environmental procedures and regulations • Workplace procedures and policies for the application of specialist permit requirements • Relevant specialist permit procedures and guidelines • Requirements for completing relevant documentation • Focus of operation of work systems, equipment, management and site operating systems for the application of specialist permit requirements

	<ul style="list-style-type: none"> • Problems that may occur when applying specialist permit requirements and appropriate action taken • Code of practice for working collaboratively with others • Steps involved in planning work activities • Procedures to be followed in the event of an emergency • Procedures for managing and controlling hazardous situations when carrying out work activities
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Negotiate, communicate and liaise effectively with customers and others when completing work activities • Read and interpret instructions, procedures and information relevant to the specialist permit requirements • Interpret and follow operational instructions and prioritize work • Complete documentation related to work activities • Select and use relevant computer/communication/office equipment when applying specialist permit requirements • Work collaboratively as part of a customs broking/freight forwarding team • Plan and organize work activities when applying specialist permit requirements • 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 • Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities • Modify activities depending on differing workplace contexts, risk situations and environments, including taking appropriate initiatives within allowable limits • Solve problems that may arise when applying specialist permit requirements • Present information using appropriate media and technology • Identify, interpret and learn skills and knowledge required for new developments in relevant permit requirements • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Select and use required personal protective 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	<p>Competence May Be Assessed Through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration With Oral Questioning
Context Of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Receive Goods
Unit Code	EIS TLS2 14 0913
Unit Descriptor	This unit involves the skills and knowledge required to receive goods in accordance with regulatory and workplace requirements, including identifying workplace procedures and documentation requirements for the receipt of goods; checking and inspecting goods on arrival and completing workplace documentation; and unloading, packing and storing stock.

Element	Performance Criteria
1. Identify workplace procedures and documentation requirements for the receipt of goods	<p>1.1 Workplace procedures for receipt of goods are identified & communicated.</p> <p>1.2 Purpose of documents associated with the receipt of goods is interpreted.</p> <p>1.3 Workplace documentation/information requirements for the receipt of goods and reporting of damage are identified.</p>
2. Check and inspect goods on arrival and complete workplace documentation	<p>2. 1 Procedures for checking of goods in comparison with orders or manifests are identified and followed.</p> <p>2. 2 Problems that may occur when receiving goods, discrepancies and/or damaged goods are reported.</p> <p>2. 3 Non-conforming goods are appropriately documented and dispatched or stored in accordance with company procedures.</p>
3. Unload, unpack and store stock	<p>3.1 Appropriate manual handling techniques and equipment are identified moreover aspects of goods to be checked when receiving goods should be done.</p> <p>3.2 Safe work procedures & personal protective equipments are used when unloading, unpacking and storing stock.</p> <p>3.3 Advice on appropriate storage locations and requirements for particular products is sought.</p> <p>3.4 Goods are unloaded and unpacked in accordance with workplace procedures to meet customers' expectation.</p> <p>3.5 Assistance from others & consultative process is sought when required to maintain safe and effective work and to avoid hazard.</p> <p>3.6 Directions are followed to store stock in appropriate areas.</p>

Variable	Range
Workplaces	may comprise: <ul style="list-style-type: none"> • large, medium or small worksites
Communication	may include: <ul style="list-style-type: none"> • phone • Electronic Data Interchange (EDI) • fax • email • internet • RF systems • oral, aural or signed communications
Received goods	may involve: <ul style="list-style-type: none"> • special handling and storage requirements, including temperature controlled goods and dangerous goods
Information/ documents	may include: <ul style="list-style-type: none"> • goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes • codes of practice and regulations relevant to the receiving of goods • 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 standards and certification requirements • quality assurance procedures • emergency procedures
Problems	that may occur when receiving goods may include: <ul style="list-style-type: none"> • damaged shipments • damaged pallets or packaging • wrong airway bill • error in paperwork • poorly stacked stock • incorrect quantity
Aspect s of goods	may include: <ul style="list-style-type: none"> • correct type • Air way bill number • condition • quality

	<ul style="list-style-type: none"> • packaging • labeling • dangerous goods declarations and markings
Work	<p>may be conducted :</p> <ul style="list-style-type: none"> • in a range of work environments exposed conditions • controlled or open environments • by day or night • limited or restricted spaces
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • ear plugs • high visibility clothing
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Customers	may include internal or external
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • other employees and supervisors • suppliers, customers and clients • drivers and agents • relevant authorities and institutions • management and union representatives • industrial relations and OHS specialists • other maintenance, professional or technical staff
Hazards	<p>may include exposure to:</p> <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods and materials • oil or water on floor • fire or explosion • damaged packaging or pallets • debris on floor • poorly stacked pallets • faulty equipment
Applicable regulations	<p>may include:</p> <ul style="list-style-type: none"> • relevant codes and regulations for the receiving of goods • international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> ➤ International Dangerous Goods Codes ➤ IATA Dangerous Goods by Air Regulations ➤ international explosives codes

	<ul style="list-style-type: none"> • license, patent or copyright arrangements • water and road use and license arrangements • export/import/quarantine/bond requirements • relevant OHS and environmental protection legislation • workplace relations regulations • workers compensation regulations
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Evidence Guide	
Critical Aspects of Competence	Demonstrates knowledge and skills to: <ul style="list-style-type: none"> • Identify workplace procedures and documentation requirements for the receipt of goods, • Check and inspect goods on arrival and complete workplace documentation, • Unload, unpack and store stock
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: <ul style="list-style-type: none"> • international codes and regulations relevant to the receiving of goods including relevant bond, quarantine or other legislative requirements • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for the receiving of goods • Focus of operation of work systems, equipment, management and site operating systems for the receiving of goods • Problems that may occur when receiving goods and appropriate action that can be taken to resolve the problems • Specifications and standards for the checking and inspection of received goods • Documentation requirements for the receiving of goods • Housekeeping standards procedures required in the workplace • Site layout and obstacles
Underpinning Skills	Demonstrates skills of: <ul style="list-style-type: none"> • Communicate effectively with others when receiving goods • Read and interpret instructions, procedures, information, labels and signs relevant to receiving goods • Complete documentation related to the receipt of goods • Identify containers and goods coding, EDG and IMDG markings and where applicable emergency information panels • Work collaboratively with others when receiving 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 when receiving goods in accordance with regulatory requirements and workplace procedures

	<ul style="list-style-type: none"> • Implement contingency plans for unplanned events when receiving goods • Apply precautions and required action to minimize, control or eliminate hazards that may exist when receiving goods • 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
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods Of Assessment	Competence May Be Assessed Through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration With Oral Questioning
Context Of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Participate in Stock takes Process
Unit Code	EIS TLS2 15 0913
Unit Descriptor	This unit involves the skills and knowledge required to participate in Stock takes in accordance with workplace requirements including preparing for Stock takes, conducting Stock takes, counting stock, identifying stock discrepancies, and completing all required documentation.

Elements	Performance Criteria
1 Prepare for Stock take	<p>1.1 Goods to be counted and appropriate inventory systems are identified.</p> <p>1.2 Required resources including equipment and record keeping systems are identified.</p> <p>1.3 Allocated tasks, zones and work requirements are identified.</p> <p>1.4 Sequence work role is planned in a time effective manner.</p>
2 Stock take and count stock	<p>2.1 Stocktaking and cyclical counts are undertaken in accordance with enterprise policies and procedures.</p> <p>2.2 Inventory data is interpreted.</p> <p>2.3 Inventory data is confirmed to match stock.</p> <p>2.4 Stock levels are accurately counted and documented.</p>
3 Identify stock discrepancies	<p>3.1 Discrepancies in type, number and quality of stock are accurately recorded and documented.</p> <p>3.2 Products stored in inappropriate storage locations are relocated and stock records adjusted.</p>
4 Complete documentation	<p>4.1 Inventory data is reconciled to match warehouse stock in accordance with company procedures.</p> <p>4.2 Workplace documentation is completed.</p>

Variable	Range
Goods	<p>may involve:</p> <ul style="list-style-type: none"> • special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods <p>Categories or groups of products/stock may include:</p> <ul style="list-style-type: none"> • small parts • perishable goods • overseas export • dangerous goods • refrigerated products

	<ul style="list-style-type: none"> • temperature controlled stock • fragile goods <p>The characteristics of products/stock may include:</p> <ul style="list-style-type: none"> • small parts • toxicity • flammability • form • weight • size • state • perish ability • fragility • security risk
Inventory systems	<p>may be:</p> <ul style="list-style-type: none"> • automated • manual • paper based • computerized • microfiche
Work	<p>may be conducted in:</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
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Workplaces	<p>may comprise:</p> <ul style="list-style-type: none"> • large, medium or small worksites
Information/ documents	<p>may include:</p> <ul style="list-style-type: none"> • goods identification numbers and codes • manifests, picking slips, merchandise transfers, stock requisitions and bar codes • codes of practice and regulations relevant to the identification, handling and stacking of goods • Ethiopian and international regulations and codes of practice for the handling, stacking 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

	<ul style="list-style-type: none"> • 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
Customers	may be internal or external
Labelling systems	may include: <ul style="list-style-type: none"> • batch code • bar code • identification numbering systems • serial numbers • symbols for safe handling • EDG and HAZCHEM Codes
Hazards in the work area	may include: <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods and materials • oil or water on floor • a fire or explosion • damaged packaging or pallets • debris on floor • faulty racking • poorly stacked pallets • faulty equipment
Communication in the work area	may include: <ul style="list-style-type: none"> • phone • Electronic Data Interchange (EDI) • fax • email • internet • RF systems • oral, aural or signed communications
Personal protective equipment	may include: <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Consultative processes	may involve: <ul style="list-style-type: none"> • other employees and supervisors • suppliers, customers and clients • relevant authorities and institutions • management and union representatives • industrial relations and OHS specialists • other maintenance, professional or technical staff

Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant codes and regulations for the packaging of goods • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> ➢ Ethiopian and International Dangerous Goods Codes ➢ Ethiopian and International Explosives Codes • license, patent or copyright arrangements • water and road use and license arrangements • export/import/quarantine/bond requirements • relevant OHS and environmental protection legislation • workplace relations regulations • workers compensation regulations
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Evidence Guide	
Critical aspects of Competence	<p>Must demonstrate knowledge and skills competence in/to:</p> <ul style="list-style-type: none"> • Ethiopian codes and regulations relevant to the conduct of Stock takes • Workplace procedures and policies for the conduct of Stock takes • Workplace processes for records management and the production of Stock take reports • Principles of operation and functions of Stock take systems • Read and interpret instructions, procedures and labels relevant to the conduct of Stock takes • Complete documentation related to the conduct of Stock takes • Operate and adapt to differences in equipment in accordance with standard operating procedures • Select and use relevant communication, computing and office equipment when conducting Stock takes
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Ethiopian codes and regulations relevant to the conduct of Stock takes • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for the conduct of Stock takes • Focus of operation of work systems, equipment, management and site operating systems for the conduct of Stock takes • Workplace processes for records management and the production of Stock take reports • Principles of operation and functions of Stock take systems • Housekeeping standards procedures required in the workplace • Site layout and obstacles

Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when conducting Stock takes • Read and comprehend simple statements in working language • Read and interpret instructions, procedures and labels relevant to the conduct of Stock takes • Complete documentation related to the conduct of Stock takes • Work collaboratively with others when conducting Stock takes • 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 conducting Stock takes in accordance with regulatory requirements and workplace procedures • Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Operate and adapt to differences in equipment in accordance with standard operating procedures • Select and use relevant communication, computing and office equipment when conducting Stock takes • 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	<p>Competence May Be Assessed Through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration With Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Capture Records into a Records Keeping System
Unit Code	EIS TLS2 16 0913
Unit Descriptor	This unit involves the skills and knowledge required to capture records into a records keeping system in accordance with workplace requirements including identifying records to be captured and registering the identified records. Licensing, legislative, regulatory or certification requirements are applicable to this unit.

Element	Performance Criteria
1 Identify records to be captured	<p>1.1 Material identified and classified for registration is sorted in accordance with records keeping system procedures at work place environment.</p> <p>1.2 Activity documented by the record is identified from the elements of the record in accordance with organizational procedures and applicable regulations.</p> <p>1.3 Area or action officer to which the record needs to go is identified from elements of the record and staff list in accordance with organizational procedures.</p> <p>1.4 Any material which cannot be readily identified is referred to the appropriate authority in accordance with organizational procedures.</p>
2 Register the record	<p>2. 1 Unique identifier is selected for record in accordance with organizational procedures and records keeping system rules.</p> <p>2. 2 Record is registered into records keeping system with title, description, details of record creator, immediate location and any other control information to fulfill the system requirements in accordance with organizational procedures.</p> <p>2. 3 Access and security status are recorded in accordance with organizational procedures and records keeping system rules to avoid possible hazards.</p> <p>2. 4 Disposal status of the record is recorded in accordance with records keeping system rules and organizational procedures.</p> <p>2. 5 Record is forwarded to its appropriate location, which is recorded, in accordance with the system rules and organizational procedures.</p>

Variable	Range
Workplace environment	may include movement of: <ul style="list-style-type: none"> • equipment • goods • products • materials • vehicular traffic
Records	may include: <ul style="list-style-type: none"> • a simple records series (single disposal class in disposal authority) • a number of simple series; form-based records (e.g. financial or personnel transactions with limited range of activities in the records) • action that is either complete or includes sentencing that may be part of the capture process • media that is paper-based, electronic or other format
Applicable regulations	may include: <ul style="list-style-type: none"> • relevant codes and regulations pertaining to records management • relevant Standards relating to records management • relevant OHS legislation • relevant environmental protection legislation • privacy and confidentiality legislation and regulations • freedom of Information regulations • workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation • workers compensation regulations
Procedures	May include: <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established or standard procedures
The record keeping system is:	<ul style="list-style-type: none"> • conducted as part of records management activities with the operator using discretion and judgment within established procedures
Hazards in the work area	may include: <ul style="list-style-type: none"> • height and reach implications of storage facilities • dust, chemicals and vapors • stationary and moving equipment, parts and materials • noise, light, energy sources • electrical equipment • humidity, air temperature, radiant heat • pests • debris on floor

	<ul style="list-style-type: none"> • faulty racking • poorly stacked records or boxes and faulty equipment
Operating environment	<p>may include:</p> <ul style="list-style-type: none"> • operating under supervision • working as a team effort • working solo • a sentencing process encompassing review with team procedures ensuring consistency

Evidence Guide	
Critical aspects of Competence	<p>Demonstrate knowledge and skills in/to:</p> <ul style="list-style-type: none"> • Identify records to be captured, Register the record • Read and interpret instructions, procedures and information relevant to the capturing of records • Interpret and follow operational instructions and prioritize work • Completing documentation related to the capturing of records • Operating electronic communication equipment to required protocol • Regulations relevant to the capturing of records as part of a records management process • Workplace procedures and policies for the capturing of records into a records management system • Operational workflow within a records management system • Types of equipment used in the capturing of records into a records management system and the precautions and procedures that should be followed in their use
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Regulations relevant to the capturing of records as part of a records management process • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for the capturing of records into a records management system including policies on confidentiality and security of information and records • Focus of operation of work systems, equipment, management and site operating systems for the capturing of records into a records management system • Problems that may occur when capturing records and appropriate action that can be taken to resolve the problems • Operational workflow within a records management system • Types of equipment used in the capturing of records into a records management system and the precautions and procedures that should be followed in their use • Housekeeping standards and procedures required in the workplace • Site layout and obstacles

Underpinning Skills	<p>Demonstrates skills of:</p> <ul style="list-style-type: none"> • Communicate effectively with others when capturing records • Read and interpret instructions, procedures and information relevant to the capturing of records • Interpret and follow operational instructions and prioritize work • Complete documentation related to the capturing of records • Operate electronic communication equipment to required protocol • Work collaboratively with others when capturing records • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems that may occur when capturing records in accordance with regulatory requirements and workplace procedures • Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. • Maintain security and confidentiality of material • Identify, select and efficiently and effectively use equipment for the capturing of records into a records management system
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods Of Assessment	<p>Competence May Be Assessed Through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration With Oral Questioning
Context Of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Maintain Control of Records
Unit Code	EIS TLS2 17 0913
Unit Descriptor	This unit involves the skills and knowledge required to maintain control of records in accordance with workplace requirements including tracking records, preparing reports from a records system, preparing staff lists, and Implementing disaster recovery procedures.

Element	Performance Criteria
1. Track record	<p>1.1 Unique identifier of record to be located is determined from request or instructions in a work place.</p> <p>1.2 Location of record is obtained from records system in accordance with records system rules and organizational procedures.</p> <p>1.3 History of record location is obtained from various modes of storages in accordance with records system rules and organizational procedures.</p> <p>1.4 Information about records is obtained from records system in accordance with records system rules and organizational procedures.</p> <p>1.5 Information/documents about the record is updated and amended in accordance with organizational procedures.</p> <p>1.6 All transactions on the records system are completed within the designated timeframe.</p> <p>1.7 Maintaining and control of record work are performed from the appropriate information/documentation, procedure, and relevant regulation and work place procedures at any time/place and in a different work environment.</p>
2. Prepare reports from records system	<p>2. 1 Reports are prepared from system in accordance with supervisor's instructions or requests.</p> <p>2. 2 Standard reports are prepared in accordance with workplace procedures and records system procedures.</p> <p>2. 3 All reports from the records system are prepared within the designated timeframe.</p>
3. Prepare staff lists	<p>3.1 Staff and user lists are checked and updated to accord with the current locations and designations of organizational staff members in accordance with the consultation of relevant personnel and/or supervisor's instructions.</p>

	3.2 Staff and user lists are duplicated and circulated to all those requiring copies of the list in accordance with supervisor's instructions using appropriate means of communication .
4. Implement disaster recovery procedures	4.1 Policies and procedures are identified for disaster recovery. 4.2 Recovery/ updating records are undertaken in accordance with workplace procedures and scope of authority request. 4.3 Appropriate personnel are informed of any possible hazard to take appropriate actions in accordance with workplace procedures.

Variable	Range
Workplaces	may comprise: <ul style="list-style-type: none"> • large, medium or small worksites
Records	May include <ul style="list-style-type: none"> • paper- or electronically-based
Modes of Storage	May include but not limited to <ul style="list-style-type: none"> • paper-based • computer disks and reels • t portal • CD-ROM • film • audio
Information/ documents	May include: <ul style="list-style-type: none"> • job specifications and workplace operating procedures • relevant international standards pertaining to records management • storage specifications and requirements • manufacturers specifications for equipment/tools • supplier and/or client instructions • codes of practice including the international Standards for Manual Handling and the Industry Safety Code • relevant regulations including the privacy and confidentiality requirements • standards and certification requirements • emergency procedures • quality assurance standards for records management
Control of record	<ul style="list-style-type: none"> • conducted as part of records management activities with the operator using discretion and judgment within established procedures
Work	May be conducted <ul style="list-style-type: none"> • in a range of work environments • by day or night
Procedures	May include: <ul style="list-style-type: none"> • company procedures • Regulatory bodies requirement

Regulations	<p>May include:</p> <ul style="list-style-type: none"> • relevant codes and regulations pertaining to records management • relevant Standards relating to records management • relevant OHS legislation • relevant environmental protection regulation • privacy and confidentiality regulations • freedom of information regulations
Standard reports	<p>prepared from the record keeping system may include:</p> <ul style="list-style-type: none"> • statistics • resubmits for following day • overdue action reports • daily correspondence
Consultation	<ul style="list-style-type: none"> • workplace personnel including supervisors and managers • other professional or technical staff
Those requiring copies of staff/user lists	<p>may include:</p> <ul style="list-style-type: none"> • managers of record keeping areas • those undertaking classification and capture
Means of Communication	<p>in the work area may include but not limited to:</p> <ul style="list-style-type: none"> • phone • fax • email/internet • Electronic Data Interchange (EDI) • barcode readers • oral, aural or signed communications
Updating Record	<p>May come from but not limited to</p> <ul style="list-style-type: none"> • supervisor • user • management • results of file audit • requests
Hazards	<p>may include:</p> <ul style="list-style-type: none"> • electrical equipment • poorly stacked records or boxes • faulty equipment

Evidence Guide

Critical aspects of Competence	<p>Demonstrate knowledge and skills to:</p> <ul style="list-style-type: none"> • Track record • Prepare reports from records system • Prepare staff lists • Implement disaster recovery procedures • Regulations relevant to the maintenance of control of records as part of a records management process • Complete documentation related to the maintenance of control of records • Operate electronic communication equipment to required
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	<p>protocol</p> <ul style="list-style-type: none"> • Maintain security and confidentiality of material • Identify, select and efficiently and effectively use equipment for the maintenance of control of records • Workplace procedures and policies for the maintenance of control of records including policies on confidentiality and security of information and records • Operational workflow within a records management system
<p>Underpinning Knowledge and Attitudes</p>	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Regulations relevant to the maintenance of control of records as part of a records management process • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for the maintenance of control of records including policies on confidentiality and security of information and records • Focus of operation of work systems, equipment, management and site operating systems for the maintenance of control of records as part of a records management process • Problems that may occur with the maintenance of control of records and appropriate action that can be taken to resolve the problems • Operational workflow within a records management system • Types of equipment used in the maintenance of control of records and the precautions and procedures that should be followed in their use • Housekeeping standards and procedures required in the workplace • Site layout and obstacles
<p>Underpinning Skills</p>	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when maintaining control of records • Read and interpret instructions, procedures and information relevant to the maintenance of control of records • Interpret and follow operational instructions and prioritize work • Complete documentation related to the maintenance of control of records • Operate electronic communication equipment to required protocol • Work collaboratively with others when maintaining control of records • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems that may occur when maintaining control of records in accordance with regulatory requirements and workplace procedures • Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities

	<ul style="list-style-type: none"> • Plan own work including predicting consequences and identifying improvements • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Work systematically with required attention to detail • Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. • Maintain security and confidentiality of material • Identify, select and efficiently and effectively use equipment for the maintenance of control of records • Adapt to differences in equipment in accordance with standard operating procedures
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence May Be Assessed Through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration With Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Administer the Security of Assets and Facilities
Unit Code	<u>EIS TLS2 18 0913</u>
Unit Descriptor	This unit involves the skills and knowledge required to administer the security of assets and facilities in the transport and distribution industry, including assessing asset security requirements, developing and implementing asset security programs, and monitoring and evaluating asset security programs.

Elements	Performance Criteria
1 Assess security requirements	<p>1.1 Adequacy of insurance cover is determined.</p> <p>1.2 Adequacy of physical protection over assets and facilities is determined.</p> <p>1.3 Methods to improve security requirements are assessed and recommended.</p> <p>1.4 Breakdowns/breaches of security are recorded and reported.</p>
2 Develop and implement security programs	<p>2.1 Staff are consulted regularly regarding security programs.</p> <p>2.2 Improvements to security procedures are documented, trialed, refined and implemented.</p> <p>2.3 Input is given to assist in the preparation of coronial reports and enquires.</p> <p>2.4 Statements are gathered and reports prepared which assist in the issuance of summonses.</p>
3 Monitor and evaluate security programs	<p>3.1 Reports and statements produced where security has broken down or has been breached, are analyzed and conclusions documented.</p> <p>3.2 Security procedures are regularly monitored to ensure their implementation.</p> <p>3.3 Security systems are regularly tested and evaluated to ensure operational effectiveness.</p>

Variable	Range
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> • in a range of work environments and weather conditions • by day or night
Customers	<p>may be:</p> <ul style="list-style-type: none"> • internal or external
Equipment	<p>may include:</p> <ul style="list-style-type: none"> • insurance notes and information • organization security procedures

	<ul style="list-style-type: none"> • documentation of physical protection facilities • security programs
Coding identification of assets	<p>may include:</p> <ul style="list-style-type: none"> • Stock takes • assets register (coded and labeled) • monitoring insurance requirements
Regular insurance assessments	<p>may include:</p> <ul style="list-style-type: none"> • conditions of insurance • insurance assessment of premises • monitoring insurance requirements
Work organization procedures and practices	<p>may include:</p> <ul style="list-style-type: none"> • financial/administrative procedures • security procedures
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • private and public sector security personnel • police • security consultants • other employees and supervisors • management
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • mobile and fixed phones • radio • oral, aural or signed communications
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • private and public sector security personnel • police • security consultants • other employees and supervisors • management
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • mobile and fixed phones • radio • oral, aural or signed communications
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • workplace procedures • established procedures
Information/ documents	<p>may include:</p> <ul style="list-style-type: none"> • workplace procedures, regulations, guidelines practices and policies • organization security reports • coronial reports and enquiries • event statements • summonses • assets register • organization insurance requirements

	<ul style="list-style-type: none"> • relevant manufacturers specifications and guidelines • codes of practice and regulations concerning transport and distribution assets • job specifications • competency standards and training materials • award, enterprise bargaining agreement, other industrial arrangements • standards and certification requirements • quality assurance procedures • emergency response procedures
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • federal OHS regulations and legislation concerning transport and distribution assets • relevant Ethiopian Standards and certification requirements • relevant insurance legislation • relevant legislation to asset security

Evidence Guide	
Critical aspects of Competence	<p>must demonstrate skills and knowledge competence in/ to::</p> <ul style="list-style-type: none"> • the underpinning knowledge and skills • relevant legislation and workplace procedures • Relevant regulations and requirements pertaining to the administration of the security of assets and facilities • Stock handling procedures • Relevant operational procedures relating to the administration of the security of assets and facilities • Interpret and follow operational instructions and prioritize work • Complete documentation and records related to the administration of the security of assets and facilities • Operate electronic communication equipment to required protocol • Gather, collate and present data when administering the security of assets and facilities • 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 • Audit the security of assets and facilities
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Relevant regulations and requirements pertaining to the administration of the security of assets and facilities in the transport and distribution industry • Relevant OHS and environmental protection procedures and guidelines • Risks and hazards when administering the security of assets and facilities, and related precautions to control the risk

	<ul style="list-style-type: none"> • Relevant operational procedures for accessing, storing, using and securing resources • Stock handling procedures • Basic financial procedures • Relevant operational procedures relating to the administration of the security of assets and facilities • Types and levels of insurance cover • Risk management policies • Reporting procedures • Corporate organization chart • Basic legal rights and responsibilities • Typical problems that can occur when administering the security of assets and facilities and appropriate action that can be taken to prevent or solve them
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate and negotiate effectively with others when administering the security of assets and facilities • Read and interpret instructions, procedures, information and signs relevant to the administration of the security of assets and facilities • Interpret and follow operational instructions and prioritize work • Complete documentation and records related to the administration of the security of assets and facilities • Operate electronic communication equipment to required protocol • Gather, collate and present data when administering the security of assets and facilities • Work collaboratively with others when administering the security of assets 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 that may arise when administering the security of assets and facilities in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unanticipated situations that may occur when administering the security of assets and facilities • Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Audit the security of assets and facilities

	<ul style="list-style-type: none"> • Select and use appropriate computer and office equipment when administering the security of assets and facilities • Adapt to differences in equipment in accordance with standard operating procedures
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence May Be Assessed Through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration With Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Prepare Passenger/Freight Manifest
Unit Code	EIS TLS2 19 0913
Unit Descriptor	This unit involves the skills and knowledge required to compile and process export passenger/cargo manifests including assessing cargo for transport, preparing regulatory and commercial manifests, preparing transport manifests, and coordinating manifests in accordance with requirements.

Element	Performance Criteria
1. Assess cargo for transport	<p>1.1 Cargo for export is assessed in terms of commodity type and size, fair market value, shipping method, classification and conformity to domestic and foreign export/import requirements.</p> <p>1.2 Customer is advised of discrepancies/anomalies and procedures for rectification in accordance with workplace procedures.</p>
2. Prepare regulatory and commercial documentation	<p>2. 1 Export packing lists are prepared from shipper's instructions including information regarding identifying marks and numbers, weights and measurements and package details.</p> <p>2. 2 Commercial documents, including invoices, banking and insurance requirements, are processed/prepared in accordance with regulatory and workplace procedures.</p> <p>2. 3 Lodgment instructions, where applicable, are prepared for forwarding to banking institutions.</p> <p>2. 4 Regulatory requirements are generated as required.</p>
3. Prepare transport documentation	<p>3.1 Interim receipt/forwarding instructions are processed in accordance with shipping line requirements and workplace procedures.</p> <p>3.2 Bill of lading/airway bills are obtained from shipping agent/company and processed in accordance with workplace procedures.</p> <p>3.3 Additional transport documentation for export is generated/processed as required.</p>
4. Coordinate documentation requirements	<p>4.1 Documentation is collated and checked to ensure it is complete and accurate.</p> <p>4.2 Procedures for the lodgment of documents, including destination points and required timeframes, are recorded.</p> <p>4.3 Export documentation is forwarded in accordance with workplace procedures and export schedule.</p> <p>4.4 Documents are filed/stored in accordance with workplace procedures.</p>

Variable	Range
Requirements	May include <ul style="list-style-type: none"> • site restrictions and procedures • relevant domestic and international regulations • specified loading operations • communications equipment • hours of operation • authorities and permits • incident/accident breakdown procedures • export permits and clearances • goods certificates • financial duties
Procedures	may include <ul style="list-style-type: none"> • company procedures • workplace procedures • organizational procedures • established procedures
Documentation	may include <ul style="list-style-type: none"> • passenger manifest • airway bills and export wharfage
Organizational activities	May cover: <ul style="list-style-type: none"> • movement of equipment, goods, materials and various forms of freight transport • may be conducted by day or night
Consultative processes	May involve: <ul style="list-style-type: none"> • other employees and supervisors • suppliers, potential customers and existing clients • relevant authorities • shipping lines • banking institutions • other agencies • management and union representatives • OHS specialists • other maintenance, professional or technical staff
Communications systems	May involve: <ul style="list-style-type: none"> • telephone • fax • email • electronic data transfer of information (EDI) and mail
Applicable regulations and legislation	may include: <ul style="list-style-type: none"> • international transport regulations, codes and procedures • Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:

	<ul style="list-style-type: none"> • Ethiopian and International Dangerous Goods Codes • Ethiopian Marine Orders and the International Maritime Dangerous Goods Code • IATA Dangerous Goods by Air regulations • Ethiopian and International Explosives Codes • regulations and codes of practice for the import and export of cargo • relevant Ethiopian and international standards and certification requirements • relevant OHS legislation • relevant environmental protection legislation • other regulations and legislative requirements pertaining to embargos, tariffs, quotas and prohibited goods
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Evidence Guide	
Critical aspect	Demonstrate knowledge and skills of <ul style="list-style-type: none"> • Assess cargo for transport • Prepare regulatory and commercial documentation • Prepare transport documentation • Coordinate documentation requirements
Underpinning knowledge	Demonstrates knowledge of: <ul style="list-style-type: none"> • Relevant agreements, codes of practice and legislative requirements including Ethiopian Dangerous Goods Code and local and international freight regulations • Relevant OHS and environmental procedures and regulations • Workplace procedures for the compilation and processing of export documentation • Contacts and sources of information/documentation needed when compiling and processing export documentation • Customer service policies and procedures • Documentation requirements of banking institutions, governments and insurance companies
Underpinning skill	Demonstrates skills to: <ul style="list-style-type: none"> • Communicate effectively with others when compiling and processing export documentation • Read and interpret instructions, procedures, information and labels relevant to the compilation and processing of export documentation • Identify, read and interpret the various types of export documentation and their appropriate usage • Interpret and follow operational instructions and prioritize work • Complete and process export documentation • Use relevant communications equipment when organizing the international transport of freight • Use relevant computerized systems for communication and document generation

	<ul style="list-style-type: none"> • Work collaboratively with others when compiling and processing export documentation • Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • Promptly report and/or rectify any identified problems that may arise when compiling and processing export documentation in accordance with regulatory requirements and • Implement contingency plans for unanticipated situations that may occur when compiling and processing export documentation • 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 workplace procedures
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence May Be Assessed Through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration With Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Pick and Process Orders
Unit Code	EIS TLS2 20 0913
Unit Descriptor	This unit involves the skills and knowledge required to pick and process orders in accordance with workplace requirements including identifying workplace order picking processes, policies and procedures; picking and dispatching orders, and recording stock levels.

Elements	Performance Criteria
1 Identify workplace order picking processes, policies and procedures	<p>1.1 Workplace procedures for order picking and related workplace documentation are interpreted.</p> <p>1.2 Stock allocation and location systems are identified and located.</p> <p>1.3 Appropriate manual handling equipment is selected in accordance with OHS regulations and workplace procedures.</p>
2 Pick and dispatch an order	<p>2.1 Work requirements are planned with appropriate equipment and documentation assembled.</p> <p>2.2 Zones of the warehouse which store required products are identified and located.</p> <p>2.3 Pick path is established.</p> <p>2.4 Where required, appropriate pallet(s) for orders are selected and stacked to minimize stock damage and maximize stability.</p> <p>2.5 Products are selected and consolidated.</p> <p>2.6 Products/pallets are located in dispatch areas.</p> <p>2.7 Products are assembled to meet workplace schedules.</p> <p>2.8 Orders are consolidated, secured, arranged and placed in storage zones in accordance with the schedule.</p>
3 Record stock levels	<p>3.1 Storage areas are checked and stocks are noted for replenishment in accordance with workplace procedures.</p> <p>3.2 Workplace records are completed in accordance with workplace requirements.</p>

Variable	Range
Workplaces	may comprise large, medium or small worksites
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> goods identification numbers and codes manifests, picking slips, merchandise transfers, stock requisitions and bar codes

	<ul style="list-style-type: none"> • 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
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Work	<p>may be:</p> <ul style="list-style-type: none"> • by day or night • in a range of work environments <p>may be conducted in:</p> <ul style="list-style-type: none"> • limited or restricted spaces • exposed conditions • controlled or open environments
Customers	<p>may be:</p> <ul style="list-style-type: none"> • internal or external
Problems	<p>may occur when picking and processing an order include:</p> <ul style="list-style-type: none"> • wrong stock is picked • wrong carton for order • incorrect location • damaged stock • no stock at location • incorrect quantity • failing to meet a special order requirement
Special order requirements	<p>may include:</p> <ul style="list-style-type: none"> • pricing • special packing • specific size of carton • special categories of stock
Hazards	<p>may include exposure to:</p> <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods and materials • oil or water on floor • a fire or explosion • damaged packaging or pallets • debris on floor

	<ul style="list-style-type: none"> • faulty racking • poorly stacked pallets • faulty equipment
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • workplace personnel • supervisors and managers • customers/clients • contractors • official representatives
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> • phone • Electronic Data Interchange (EDI) • fax • email • internet • RF communications • barcode readers • oral, aural or signed communications
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios • high visibility clothing
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • relevant codes and regulations pertaining to the picking and processing of orders • Ethiopian Dangerous Goods Code • relevant federal and/or regional states OHS legislation • relevant federal and/or regional states environmental protection legislation • license, patent or copyright arrangements • water and road use and license arrangements • export/import/quarantine/bond requirements • workplace relations regulations • workers compensation regulations

Evidence Guide

Critical aspects of Competence	<p>Must demonstrate knowledge and skills competence in/to:</p> <ul style="list-style-type: none"> • Regulations relevant to the picking and processing of orders, including relevant bond, quarantine or other legislative requirements • Workplace procedures and policies for the picking and processing of orders • Documentation and record requirements when picking and processing an order
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	<ul style="list-style-type: none"> • Equipment used during picking and processing operations and the precautions and procedures that should be followed in its use • Read and interpret instructions, procedures, signs and labels relevant to the picking and processing of orders • Complete documentation related to picking and processing orders • Identify relevant stock and goods coding and labeling, including EDG and IMDG markings • Implement contingency plans for unplanned events when picking and processing orders • Monitor work activities in terms of planned schedule • Select and use relevant equipment and communications technology when picking and processing orders • Estimate the size, shape and special requirements of goods/loads
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Regulations relevant to the picking and processing of orders, including relevant bond, quarantine or other legislative requirements • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for the picking and processing of orders • Focus of operation of work systems, equipment, management and site operating systems for the picking and processing of orders • Problems that may occur when picking and processing an order and appropriate action that can be taken to resolve the problems • Documentation and record requirements when picking and processing an order • Equipment used during picking and processing operations and the precautions and procedures that should be followed in its use • Housekeeping standards procedures required in the workplace • Site layout and obstacles
Underpinning Skills	<p>Demonstrate skills to</p> <ul style="list-style-type: none"> • Communicate effectively with others when picking and processing orders • Read and comprehend simple statements in English/Amharic • Read and interpret instructions, procedures, signs and labels relevant to the picking and processing of orders • Complete documentation related to picking and processing orders • Identify relevant stock and goods coding and labeling, including EDG and IMDG markings

	<ul style="list-style-type: none"> • Work collaboratively with others when picking and processing orders • 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 picking and processing orders in accordance with regulatory requirements and workplace procedures • Implement contingency plans for unplanned events when picking and processing orders • Apply precautions and required action to minimize, control or eliminate hazards that may exist when picking and processing orders • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Operate and adapt to differences in equipment in accordance with standard operating procedures • Select and use relevant equipment and communications technology when picking and processing orders • Select and use required personal protective equipment conforming to industry and OHS standards • Estimate the size, shape and special requirements of goods/loads
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence May Be Assessed Through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration With Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Complete Routine Logistics Tasks
Unit Code	EIS TLS2 21 0913
Unit Descriptor	This unit involves the skills and knowledge required to complete routine logistics activities in a transport, warehousing, distribution and/or storage workplace, including receiving and distributing incoming mail, receiving and dispatching outgoing mail, filing documents, and receiving and relaying written and oral messages.

Elements	Performance Criteria
1 Receive and distribute incoming mail	<p>1.1 Incoming mail is checked and registered to ensure accuracy of records.</p> <p>1.2 Urgent and confidential mail is identified and distributed to the addressee promptly.</p> <p>1.3 Mail is sorted and dispatched to nominated person/location.</p> <p>1.4 Damaged, suspicious or missing <i>items</i> are recorded and where necessary reported in accordance with workplace procedures.</p>
2 Receive and dispatch outgoing mail	<p>2.1 Outgoing mail is collected from required sections of the organization, checked and sorted to ensure all items are correctly prepared for dispatch.</p> <p>2.2 Mail items are collated, recorded in the register (where applicable) and correctly dispatched to meet designated timelines.</p>
3 File documents	<p>3.1 Documents are classified, sorted and filed in accordance with workplace procedures.</p> <p>3.2 Classification uncertainties are referred to other personnel in accordance with workplace procedures.</p> <p>3.3 Documents are identified and retrieved.</p> <p>3.4 Specified files/records are located within designated timelines.</p> <p>3.5 Located files are extracted from system and dispatched to the nominated person.</p> <p>3.6 Security and confidentiality procedures are followed.</p>
4 Receive and relay written and oral messages	<p>4.1 Messages are received and accurately recorded.</p> <p>4.2 Areas of uncertainty are clarified with conveyor of the message.</p> <p>4.3 Messages are relayed to the nominated person within designated timelines.</p>

Variable	Range
Mail items	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • bulk quantities • single items • letters • facsimiles • emails
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Information documents	<p>may include:</p> <ul style="list-style-type: none"> • workplace procedures and policies for the completion of routine administrative tasks associated with courier and delivery operations • operations manuals • job specifications • induction documentation • competency standards and training materials • manufacturers clients specifications, instructions and labeling advice including material safety data sheets • Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail courier items • supplier and/or client instructions • international transport regulations, codes and procedures • Ethiopian and international standards, criteria and certification requirements • award, enterprise bargaining agreement, other industrial arrangements • quality assurance procedures • emergency procedures
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> • in a range of work environments and weather conditions • by day or night
Customers	may be internal or external
Requirements	<p>may include:</p> <ul style="list-style-type: none"> • workplace procedures • site restrictions and procedures • use of safety and personal protective equipment • communications equipment • hours of operations • security procedure and relevant regulations
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> • potential customers and existing clients

	<ul style="list-style-type: none"> • other employees and supervisors • management • union representatives • industrial relations, Occupational Health and Safety specialists • other professional or technical staff
Communication	<p>may include:</p> <ul style="list-style-type: none"> • fixed phone • mobile phone • fax • email • internet • radio • oral, aural or signed communications
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • sunglasses and UV protection • two-way radios and high visibility clothing
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> • roads and traffic authority road rule and license requirements • Ethiopian Dangerous Goods Code, Explosives Code, HAZCHEM codes, and other relevant regulations pertaining to the delivery of mail courier operations • relevant Ethiopian and international standards, criteria and certification requirements • relevant federal environmental protection legislation • relevant federal OHS legislation

Evidence Guide

Critical aspects of Competence	<p>Must demonstrate knowledge and skills competence in/to:</p> <ul style="list-style-type: none"> • OHS procedures and guidelines relevant to administrative operations • Workplace procedures and policies for the completion of routine administrative tasks • Equipment, methods and strategies used in the routine administration operations • Interpret and follow operational instructions and prioritize work • Complete documentation related to routine administrative tasks • Operate electronic communication equipment to required protocol • Monitor work activities in terms of planned schedule
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Relevant federal regulations • OHS procedures and guidelines relevant to administrative operations

	<ul style="list-style-type: none"> • Hazards in routine administrative operations in the workplace and related precautions to control the risk • Workplace procedures and policies for the completion of routine administrative tasks • Housekeeping standards and procedures required in the workplace • Requirements of work systems operations and relevant equipment • Typical problems that can occur when completing routine administrative tasks and appropriate action that can be taken to prevent or solve them • Equipment, methods and strategies used in the routine administration operations
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when completing routine administrative tasks • Read and interpret simple instructions, procedures and information relevant to the completion of routine administrative tasks • Interpret and follow operational instructions and prioritize work • Complete documentation related to routine administrative tasks • Operate electronic communication equipment to required protocol • Work collaboratively with others when completing routine administrative tasks • 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 completing routine administrative tasks in accordance with regulatory requirements and workplace procedures • Monitor work activities in terms of planned schedule • Modify activities depending on differing operational contingencies, risk situations and environments • Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence May Be Assessed Through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration With Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting

Occupational Standard: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Process Workplace Documentation
Unit Code	EIS TLS2 22 0913
Unit Descriptor	This unit involves the skills and knowledge required to process workplace documentation including planning the documentation to fulfill the identified purpose and completing the documentation in accordance with requirements. Documentation may include forms, logs, diaries and basic hand-written or typed reports. It may also include entry of information into computer-based documents and forms.

Elements	Performance Criteria
1 Plan documentation	<p>1.1 Purpose of workplace documentation is identified and confirmed.</p> <p>1.2 Information for completion of the workplace documentation is collected, interpreted, analyzed and organized as required.</p>
2 Complete documentation	<p>2.1 Required documentation is prepared, or forms are completed, in accordance with workplace policies and procedures/legislation.</p> <p>2.2 Information is entered into computer-based documents, where required.</p> <p>2.3 Logs or diaries are maintained accurately and in a timely manner in accordance with workplace requirements.</p> <p>2.4 Completion of documentation process is reported in accordance with work place policies and procedures.</p>

Variable	Range
Workplace documentation	<p>May be pressed in:</p> <ul style="list-style-type: none"> • in routine work functions • occur by day or night • and in a variety of work contexts, • in confined spaces, exposed conditions and controlled or open environments • in a workplace, warehouse or depot • in a vehicle on the road and at a client's workplace
Information/documentation	<p>May include:</p> <ul style="list-style-type: none"> • workplace procedures, forms, checklists, instructions and documents • goods identification numbers and codes • manifests, bar codes, goods and container identification • workplace documentation policies • supplier and/or client instructions • material safety data sheets

	<ul style="list-style-type: none"> • relevant codes of practice including the national standards for manual handling and the industry safety code • legislation, regulations and related documentation • award, enterprise bargaining agreement, other industrial arrangements • standards and certification requirements • quality assurance procedures • emergency procedures • as defined within workplace procedures • letters • diaries • logs • checklists, workplace forms and standard documents
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 OHS legislation • environmental protection regulations
Documents may include:	<ul style="list-style-type: none"> • managers • supervisors/team leaders • other workplace personnel • clients • contractors • union and official representatives
Documentation sent or receive through	<p>may include:</p> <ul style="list-style-type: none"> • hard copy • computer-based documents and forms • faxes and email
Procedures	May include company, enterprise, organizational and established procedures

Evidence Guide

Critical Aspect of Competence	<p>Must demonstrate skills and knowledge competence to:</p> <ul style="list-style-type: none"> • identify sources of information for the completion of workplace documentation, forms, logs or diaries • apply relevant procedures and duty of care requirements • Communicate effectively with others when completing and processing workplace documentation, forms, logs or diaries • Write and/or enter information into computer based documentation systems • Promptly report and/or rectify any identified problems that may arise when completing and processing workplace documentation,
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Relevant procedures and duty of care requirements

	<ul style="list-style-type: none"> • Relevant OHS responsibilities • Protocols and procedures for processing workplace documentation using relevant workplace technology • Requirements for workplace documentation, forms, logs or diaries • Sources of information for the completion of workplace documentation, forms, logs or diaries • Purpose of workplace documentation, forms, logs or diaries • Typical problems in processing of workplace documentation and appropriate action and solutions
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • Communicate effectively with others when completing and processing workplace documentation, forms, logs or diaries • Read, interpret and organize information needed for the completion and processing of workplace documentation, forms, logs or diaries • Interpret and follow operational instructions and prioritize work • Complete workplace documentation, forms, logs or diaries • Write and/or enter information into computer based documentation systems • Work collaboratively with others when completing and processing workplace documentation, forms, logs or diaries • 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 completing and processing workplace documentation, forms, logs or diaries 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 the completion and processing of workplace documentation, forms, logs or diaries • 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 computing 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: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Provide Information from and about Records
Unit Code	EIS TLS2 23 0913
Unit Descriptor	This unit involves the skills and knowledge required to provide information from and about records in accordance with workplace procedures. It includes identifying the range of records required, gathering the required records, interpreting and administering access rules and procedures, and providing the information in response to users' requests.

Elements	Performance Criteria
1 Identify range of records required	<p>1.1 The specific information required by the user is identified from interpretation of the user's request and clarified where initial request is unclear.</p> <p>1.2 Range of records likely to contain the information required by the user is identified from analysis of the request.</p> <p>1.3 The availability of the required records is accessed using appropriate finding aids and record keeping system.</p> <p>1.4 Where the information required exceeds the staff member's ability to meet the request, the user is referred to an appropriate colleague or external organization.</p>
2 Gather required records	<p>2.1 Range of records likely to contain the information required by the user is obtained and analyzed for the required information content.</p> <p>2.2 Information is extracted, where required, and information is prepared in line with the request.</p> <p>2.3 Specific records satisfying the requirements of the user are gathered together in accordance with organizational procedures.</p> <p>2.4 Records are tracked to record change in location and use by the requesting user in accordance with the record keeping system rules and organizational procedures.</p> <p>2.5 Any obstacles to obtaining specific records within the specified time are explained to the user and a revised timeline agreed.</p>
3 Interpret and administer access rules and procedures	<p>3.1 Person requesting the record is identified and access rules and procedures category are confirmed in accordance with organizational procedures.</p> <p>3.2 Access restriction rules and guidelines are applied to the records requested and to match the access category of the user.</p>

	<p>3.3 Where access restriction rules and guidelines prevent access to the user, the decision is recorded and the user is informed of their rights to a review of the decision.</p> <p>3.4 Where partial restriction to access is determined, the portions of the records or information which must be restricted are identified and documented, together with the basis of the restriction.</p>
4 Provide the information in response to users' requests	<p>4.1 Where appropriate, specific records, or portions thereof, information and/or records are protected to prevent access, in accordance with access rules and organizational procedures.</p> <p>4.2 Requested information is prepared for the user in an appropriate format and in accordance with the initial request and organizational procedures.</p> <p>4.3 All access rules, record preservation requirements, specified timelines and occupational health and safety guidelines are adhered to.</p> <p>4.4 The records retrieved and used to provide information are documented according to the system rules and organizational procedures.</p>

Variable	Range
Information service	<p>is conducted as part of:</p> <ul style="list-style-type: none"> records management activities with the operator using discretion and judgment within established procedures. Boundaries of requests under freedom of information legislation and precedents may need to be considered. Interpretation of access clearances and privacy restrictions for records within particular levels of access and associated security releases may be required
Records	<p>may be:</p> <ul style="list-style-type: none"> paper- or electronically-based
Procedures	<p>may include:</p> <ul style="list-style-type: none"> company procedures enterprise procedures organizational procedures established or standard procedures
Work	<p>may be conducted:</p> <ul style="list-style-type: none"> in a range of work environments by day or night
Customers	<p>may be:</p> <ul style="list-style-type: none"> internal or external
Workplaces	<p>may comprise:</p> <ul style="list-style-type: none"> large, medium or small worksites
Workplace environment	<p>may include movement of:</p> <ul style="list-style-type: none"> equipment

	<ul style="list-style-type: none"> • goods • products • materials • vehicular traffic
Storage requirements	<p>may include records in various modes such as:</p> <ul style="list-style-type: none"> • paper-based • computer disks and reels • CD-ROM • microfiche • film • audio
Appropriate format for provision of information	<p>may include:</p> <ul style="list-style-type: none"> • original • copy of original • hard or soft copy of original • digital • permission to view information/record
Hazards	<p>may include:</p> <ul style="list-style-type: none"> • height and reach implications of storage facilities • dust and vapors • stationary and moving equipment, parts and materials • noise, light, energy sources • electrical equipment • humidity, air temperature, radiant heat • debris on floor • faulty racking • poorly stacked records or boxes • faulty equipment
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • protective clothing • high visibility clothing
OHS requirements	<p>include:</p> <ul style="list-style-type: none"> • manual handling • protective clothing • elimination/control of hazards
Communication	<p>may include:</p> <ul style="list-style-type: none"> • phone • fax • email/internet • Electronic Data Interchange (EDI) • RF systems • barcode readers • oral, aural or signed communications

Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> workplace personnel including supervisors and managers customers/clients suppliers and contractors union representatives industrial relations and OHS specialists other professional or technical staff
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> job specifications and workplace operating procedures relevant Ethiopian or international standards pertaining to records management storage specifications and requirements manufacturers specifications for equipment/tools supplier and/or client instructions codes of practice including the National Standards for Manual Handling and the Industry Safety Code relevant regulations including the privacy, confidentiality, access and security requirements award, enterprise bargaining agreement, other industrial arrangements standards and certification requirements emergency procedures quality assurance standards for records management
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> relevant codes and regulations pertaining to records management relevant Ethiopian Standards relating to records management relevant OHS legislation relevant environmental protection legislation privacy and confidentiality legislation and regulations freedom of information regulations 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 knowledge and skills competence in/to:</p> <ul style="list-style-type: none"> the Interpret and follow operational instructions and prioritize work Complete documentation related to the provision of information from or about records Operate electronic communication equipment to required protocol Plan own work including predicting consequences and identifying improvements Monitor work activities in terms of planned schedule
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	<ul style="list-style-type: none"> • Modify activities depending on differing operational contingencies, risk situations and environments • Operational workflow within a records management system • Types of equipment used in the provision of information from or about records and the precautions and procedures that should be followed in their use • Regulations relevant to the provision of information from or about records as part of a records management process • Relevant OHS and environmental protection procedures and guidelines • Workplace procedures and policies for the provision of information from or about records
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • regulations relevant to the provision of information from or about records as part of a records management process • relevant OHS and environmental protection procedures and guidelines • workplace procedures and policies for the provision of information from or about records including policies on confidentiality and security of information and records • focus of operation of work systems, equipment, management and site operating systems for the provision of information from or about records as part of a records management process • problems that may occur when providing information from or about records and appropriate action that can be taken to resolve the problems • operational workflow within a records management system • types of equipment used in the provision of information from or about records and the precautions and procedures that should be followed in their use • housekeeping standards and procedures required in the workplace • site layout and obstacles
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • communicate effectively with others when providing information from or about records • read and interpret instructions and procedures relevant to the provision of information from or about records • interpret and follow operational instructions and prioritize work • complete documentation related to the provision of information from or about records • operate electronic communication equipment to required protocol • work collaboratively with others when providing information from or about records

	<ul style="list-style-type: none"> • adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others • promptly report and/or rectify any identified problems that may occur when providing information from or about records in accordance with regulatory requirements and workplace procedures • apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities • plan own work including predicting consequences and identifying improvements • monitor work activities in terms of planned schedule • modify activities depending on differing operational contingencies, risk situations and environments • work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • identify, select and efficiently and effectively use equipment for the provision of information from or about records • use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc. • adapt to differences in equipment in accordance with standard operating procedures • select and use required personal protective equipment conforming to industry and OHS standards • maintain security and confidentiality of material
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: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Operate a Forklift
Unit Code	EIS TLS2 24 0913
Unit Descriptor	This unit involves the skills and knowledge required to operate a forklift, including checking forklift condition, driving the forklift to fulfill operational requirements, monitoring site conditions, and monitoring and maintaining forklift performance. Assessment of this unit will usually be undertaken within a licensing examination conducted by, or under the authority of, the relevant OHS authority.

Elements	Performance Criteria
1 Check forklift condition	<p>1.1 Condition of forklift is checked for compliance with OHS and workplace requirements for warning devices, manufacturers' specifications and the nature of the load shifting task.</p> <p>1.2 Attachments are checked to ensure appropriate adjustment and operation.</p> <p>1.3 Mirrors and seats are adjusted for safe operation by the driver.</p> <p>1.4 Forklift is inspected prior to start-up in accordance with workplace pre-operational functional safety check procedures and manufacturers specifications.</p> <p>1.5 Log books are checked and appropriate workplace documentation is completed in accordance with workplace requirements.</p> <p>1.6 Load to be shifted is proposed including predicting and planning for potential difficulties.</p>
2 Drive the forklift	<p>2.1 Forklift is started, steered, manoeuvred, positioned and stopped in accordance with regulations and manufacturer's instructions.</p> <p>2.2 Engine power is managed to ensure efficiency and performance and to minimise engine and gear damage.</p> <p>2.3 Operational hazards are identified and/or anticipated and avoided or controlled through defensive driving and appropriate hazard control techniques.</p> <p>2.4 Forklift is driven in reverse, maintaining visibility and achieving accurate positioning.</p> <p>2.5 The forklift is parked, shut down and secured in accordance with manufacturers' specifications, regulations and workplace procedures.</p>

3 Operate a forklift to handle loads	<p>3.1 The lifting task to be undertaken is appropriately planned and the correct lifting truck and attachments are selected.</p> <p>3.2 The load is lifted, carried, lowered and set down in accordance with OHS legislation, manufacturers specifications and company procedures.</p>
4 Monitor site conditions	<p>4.1 When selecting the most efficient route, hazards and traffic flow are identified and appropriate adjustments are made.</p> <p>4.2 Site conditions are assessed to enable safe operations and to ensure no injury to personnel or damage to property, equipment, loads or facilities occurs.</p> <p>4.3 Customer inquiries are dealt with respectfully and efficiently.</p> <p>4.4 Loading and unloading are checked to see that it meets work requirements, with any variance(s) reported.</p>
5 Monitor and maintain forklift performance	<p>5.1 Performance and efficiency of forklift operation are monitored during use.</p> <p>5.2 Defective/irregular performance and malfunctions are reported to relevant personnel.</p> <p>5.3 Forklift records are maintained/updated in accordance with workplace procedures and legislative requirements.</p>

Variable	Range
Types of forklift	<p>may include:</p> <ul style="list-style-type: none"> • counterbalance trucks • reach trucks • pallet trucks
Pre-operational checks	<p>may include:</p> <ul style="list-style-type: none"> • visual check of forklift • checking and topping up of fluid levels • checks of tyres • checks of operation of forklift lights and indicators • checks of brakes
Information/documentation	<p>may include:</p> <ul style="list-style-type: none"> • goods identification numbers and codes, including IMDG markings and HAZCHEM signs • manifests, bar codes, picking slips, merchandise transfers, stock requisitions, goods and container identification • manufacturers specifications for forklift and associated equipment • operations and service record book or log • workplace procedures and policies for the operation of forklifts • supplier and/or client instructions • EDG Code and material safety data sheets • regulatory requirements concerning the use of forklifts

	<ul style="list-style-type: none"> • award, enterprise bargaining agreement, other industrial arrangements • standards and certification requirements • quality assurance procedures • emergency procedures
Workplaces	<p>may comprise:</p> <ul style="list-style-type: none"> • large, medium or small worksites
Loads to be shifted	<p>may require:</p> <ul style="list-style-type: none"> • special precautions • may be: • irregularly shaped • packaged or unpackaged • labelled or unlabelled • palletted or unpalletted
Hazards in the work area	<p>may include exposure to:</p> <ul style="list-style-type: none"> • chemicals • dangerous or hazardous substances • movements of equipment, goods and materials
Hazards	<p>may include (examples only):</p> <ul style="list-style-type: none"> • wet and iced operating surfaces • oil on operating surface • faulty brakes • workplace obstacles and other operational equipment and vehicles • damaged loads and pallets • other personnel in work area
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> • company procedures • enterprise procedures • organizational procedures • established procedures
Personnel	<p>may include:</p> <ul style="list-style-type: none"> • workplace personnel • site visitors • contractors • official representatives
Customers	<p>may be:</p> <ul style="list-style-type: none"> • internal or external
Work	<p>may be conducted in:</p> <ul style="list-style-type: none"> • restricted spaces • exposed conditions • controlled or open environments
Operations may be carried out in typical forklift operational situations,	<p>including:</p> <ul style="list-style-type: none"> • operations conducted at day or night • typical weather conditions • on the open road

	<ul style="list-style-type: none"> • on a private road or worksite • while at a workplace
Forklift handling procedures	<p>may include:</p> <ul style="list-style-type: none"> • starting a forklift • steering and maneuvering a forklift • accelerating and braking • positioning and stopping a forklift • reversing a forklift • operating forklift controls, instruments and indicators • using defensive driving techniques • managing engine performance
Applicable procedures and codes	<ul style="list-style-type: none"> • may include: • relevant regulations pertaining to the operation of forklifts • relevant codes and standards, including Ethiopian Standard • relevant OHS legislation • relevant fatigue management regulations • relevant environmental protection legislation
Personal protection equipment	<p>may include:</p> <ul style="list-style-type: none"> • gloves • safety headwear and footwear • safety glasses • two-way radios and high visibility clothing

Evidence Guide

Critical Aspects of Operate a forklift Competence	<p>Must demonstrate knowledge and skills competence in/to:</p> <ul style="list-style-type: none"> • apply relevant duty of care requirements pertaining to the operation of a forklift • observe and implement relevant OHS and environmental procedures and regulations • Follow workplace operating procedures • Identify and explain forklift controls, instruments and indicators and their use • Implement forklift handling procedures • carry out Pre-operational checks on forklift and related action • apply precautions and required action to minimize, control or eliminate hazards that may exist during the operation of a forklift • operate electronic communication equipment to required protocol • work collaboratively with others when operating a forklift • complete documentation related to the operation of a forklift • select and use required personal protective equipment conforming to industry and OHS standards • identify points of balance and safe lifting positions on a range of loads when operating a forklift (including accessories) • monitor performance of forklift and its equipment and take appropriate action where required
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Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • relevant duty of care requirements pertaining to the operation of a forklift • relevant OHS and environmental procedures and regulations • workplace operating procedures • forklift controls, instruments and indicators and their use • forklift handling procedures • procedures to be followed in the event of an operational emergency • engine power management and safe operating strategies • efficient driving techniques • operating hazards and related defensive driving and hazard control techniques • pre-operational checks carried out on forklift and related action • principles of stress management when driving a forklift • site layout and obstacles
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> • communicate effectively with others when operating a forklift • read and interpret instructions, procedures, information and signs relevant to the operation of a forklift • interpret and follow operational instructions and prioritize work • complete documentation related to the operation of a forklift • operate electronic communication equipment to required protocol • work collaboratively with others when operating a forklift • 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 unexpected events when operating a forklift • apply precautions and required action to minimize, control or eliminate hazards that may exist during the operation of a forklift • monitor work activities in terms of planned schedule • modify activities depending on differing operational contingencies, risk situations and environments • apply fatigue management knowledge and techniques • work systematically with required attention to detail without injury to self or others, or damage to goods or equipment • operate and adapt to differences in equipment in accordance with standard operating procedures • select and use required personal protective equipment conforming to industry and OHS standards

	<ul style="list-style-type: none"> • identify points of balance and safe lifting positions on a range of loads when operating a forklift (including accessories) • monitor performance of forklift and its equipment and take appropriate action where required • ensure that a forklift and its equipment are maintained in terms of service schedule and standard operating procedures • check and replenish fluids and carry out lubrication processes in the course of work activities
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Participate in Environmentally Sustainable Work Practices
Unit Code	EIS TLS2 25 0913
Unit Descriptor	This unit involves the skills and knowledge required to effectively measure current resource use and carry out improvements including those that reduce negative environmental impacts of work practices.

Elements	Performance Criteria
1 Identify current resource use	<p>1.1 Workplace environmental and resource efficiency issues are identified.</p> <p>1.2 Resources used in own work role are identified.</p> <p>1.3 Current usage of resources is measured and documented by using appropriate techniques.</p> <p>1.4 Workplace environmental hazards are identified and reported to appropriate personnel.</p>
2 Comply with environmental regulations	<p>2.1 Procedures are followed to ensure compliance.</p> <p>2.2 Breaches or potential breaches are reported to appropriate personnel.</p>
3 Implement performance improvement strategies	<p>3.1 Organizational plans to improve environmental practices and resource efficiency are followed.</p> <p>3.2 Suggestions are made for improvements to workplace practices in own work area.</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: <ul style="list-style-type: none"> ➢ minimization of pollution, through sound driving techniques ➢ minimization of waste through effective storage and recycling ➢ efficient energy use, seeking alternative sources of energy
Appropriate techniques	<p>may include:</p> <ul style="list-style-type: none"> • examination of invoices from suppliers • measurements made under different conditions • examination of relevant information and data
Organizational plans	<p>may include:</p> <ul style="list-style-type: none"> • documented policies and procedures • work plans to minimize waste, increase efficiency of water use etc.

	<ul style="list-style-type: none"> environmental protection regulations and guidelines on correct use of equipment and vehicles
Suggestions	<p>prevent and minimize risks and maximize opportunities such as:</p> <ul style="list-style-type: none"> minimize usage of fuel or use alternative forms of energy where appropriate reduce emissions of greenhouse gases reduce use of non-renewable resources improve energy efficiency increase use of renewable, recyclable, reusable and recoverable resources

Evidence Guide	
Critical aspects of Competence	<p>must demonstrate knowledge and skills competence in/to:</p> <ul style="list-style-type: none"> identify life cycle of products: re-new, re-use and recycle workplace/site observe and apply energy efficiency systems and procedures implement procedures and processes identify dangerous goods and hazardous substances and apply OHS hierarchy of control identify, explain and implement service requirements for transport and logistics implement principles, practices and available tools and techniques of sustainability management interpret job sheet and work requirements or Material Safety Data Sheets (MSDSs) conduct work practices safely and efficiently identify and minimize hazard and risks organize work methodically identifying and measuring current resource use complying with environmental regulations assisting with enterprise plans to improve resource efficiency
Underpinning Knowledge and Attitudes	<p>Environmental issues relating to:</p> <ul style="list-style-type: none"> life cycle of products: re-new, re-use and recycle workplace/site Features required for an environmental management strategy: contract requirements energy efficiency systems and procedures procedures and processes targets, such as: <ul style="list-style-type: none"> ➤ carbon emissions reduction ➤ cleaner production ➤ lean management Occupational Health and Safety (OHS) requirements relating to: <ul style="list-style-type: none"> ➤ dangerous goods and hazardous substances ➤ 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 • selection and operation of equipment • resource efficiency processes • transport and logistics environmental options and best practices • supply chain procedures • other relevant enterprise policies, procedures and protocols • stakeholder identification • relevant competency • duty of care • Principles, practices and available tools and techniques of sustainability management relevant to the transport and logistics industry context, such as: <ul style="list-style-type: none"> • the correct use of equipment and vehicles 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 ➤ imparting information • Reading skills to interpret: <ul style="list-style-type: none"> ➤ job sheet ➤ work requirements or Material Safety Data Sheets (MSDSs) • Self-management skills to: <ul style="list-style-type: none"> ➤ conduct work practices safely and efficiently ➤ conduct problem solving ➤ identify and minimize hazard and risks ➤ organize work methodically and prioritize duties • Written communication skills for: <ul style="list-style-type: none"> ➤ report writing • 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 assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Participate in Workplace Communication
Unit Code	EIS TLS2 26 0913
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

Elements	Performance Criteria
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from appropriate sources . 1.2 Effective questioning, active listening and speaking skills are used to gather and convey information. 1.3 Appropriate medium is used to transfer information and ideas. 1.4 Appropriate non- verbal communication is used. 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed. 1.6 Defined workplace procedures for the location and storage of information are used. 1.7 Personal interaction is carried out clearly and concisely.
2. Participate in workplace meetings and discussions	2.1 Team meetings are attended on time. 2.2 Own opinions are clearly expressed and those of others are listened to without interruption. 2.3 Meeting inputs are consistent with the meeting purpose and established protocols . 2.4 Workplace interactions are conducted in a courteous manner. 2.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to. 2.6 Meetings outcomes are interpreted and implemented.
3. Complete relevant work related documents	3.1 Range of forms relating to conditions of employment is completed accurately and legibly. 3.2 Workplace data is recorded on standard workplace forms and documents. 3.3 Basic mathematical processes are used for routine calculations. 3.4 Errors in recording information on forms/ documents are identified and properly acted upon. 3.5 Reporting requirements to supervisor are completed according to organizational guidelines.

Variable	Range
Appropriate sources	May include but not limited to: <ul style="list-style-type: none"> • Team members • Suppliers • Trade personnel • Local government • Industry bodies
Medium	May include but not limited to: <ul style="list-style-type: none"> • Memorandum • Circular • Notice • Information discussion • Follow-up or verbal instructions • Face to face communication
Storage	May include but not limited to: <ul style="list-style-type: none"> • Manual filing system • Computer-based filing system
Protocols	May include but not limited to: <ul style="list-style-type: none"> • Observing meeting • Compliance with meeting decisions • Obeying meeting instructions
Workplace interactions	May include but not limited to: <ul style="list-style-type: none"> • Face to face • Telephone • Electronic and two way radio • Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams
Forms	May include but not limited to: <ul style="list-style-type: none"> • Personnel forms, telephone message forms, safety reports

Evidence Guide	
Critical Aspects of Competency	Demonstrates skills and knowledge to: <ul style="list-style-type: none"> • Prepare written communication following standard format of the organization • Access information using communication equipment • Make use of relevant terms as an aid to transfer information effectively • Convey information effectively adopting the formal or informal communication
Underpinning Knowledge and Attitudes	Demonstrate knowledge of: <ul style="list-style-type: none"> • Effective communication • Different modes of communication • Written communication • Organizational policies • Communication procedures and systems

	<ul style="list-style-type: none"> • Technology relevant to the enterprise and the individual's work responsibilities
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Follow simple spoken language • Perform routine workplace duties following simple written notices • Participate in workplace meetings and discussions • Complete work related documents • Estimate, calculate and record routine workplace measures • Do basic mathematical processes of addition, subtraction, division and multiplication • relate to people of social range in the workplace • Gather and provide information in response to workplace Requirements
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: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Work in Team Environment
Unit Code	EIS TLS2 27 0913
Unit Descriptor	This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

Elements	Performance Criteria
1. Describe team role and scope	<p>1.1 The role and objective of the team are identified from available sources of information.</p> <p>1.2 Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources.</p>
2. Identify own role and responsibility within team	<p>2.1 Individual role and responsibilities within the team environment are identified.</p> <p>2.2 Roles and responsibility of other team members are identified and recognized.</p> <p>2.3 Reporting relationships within team and external to team are identified.</p>
3. Work as a team member	<p>3.1 Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives.</p> <p>3.2 Effective and appropriate contributions are made to complement team activities and objectives, based on individual skills and competencies and workplace context.</p> <p>3.3 Protocols are observed in reporting using standard operating procedures.</p> <p>3.4 Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.</p>

Variable	Range
Role and objective of team	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Work activities in a team environment with enterprise or specific sector • Limited discretion, initiative and judgment maybe demonstrated on the job, either individually or in a team environment
Sources of information	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Standard operating and/or other workplace procedures • Job procedures • Machine/equipment manufacturer's specifications and instructions • Organizational or external personnel

	<ul style="list-style-type: none"> • Client/supplier instructions • Quality standards • OHS and environmental standards
Workplace context	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Work procedures and practices • Conditions of work environments • Legislation and industrial agreements • Standard work practice including the storage, safe handling and disposal of chemicals • Safety, environmental, housekeeping and quality guidelines

Evidence Guide	
Critical aspects of competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • Operate in a team to complete workplace activity • Work effectively with others • Convey information in written or oral form • Select and use appropriate workplace language • Follow designated work plan for the job • Report outcomes
Underpinning Knowledge and Attitude	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Communication process • Team structure • Team roles • Group planning and decision making
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> • Communicate appropriately, consistent with the culture of the workplace
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: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Develop Business Practice
Unit Code	EIS TLS2 28 0913
Unit Descriptor	This unit specifies the outcomes required to establish a business operation from a planned concept. It includes researching the feasibility of establishing a business operation, planning the setting up of the business, implementing the plan and reviewing operations once commenced.

Elements	Performance Criteria
1. Identify business opportunity	<p>1.1 Business opportunities are investigated and identified.</p> <p>1.2 Feasibility study is undertaken to determine likely business viability.</p> <p>1.3 Market research on product or service is undertaken.</p> <p>1.4 Assistance with feasibility study of specialist and relevant parties is sought as required.</p> <p>1.5 Impact of emerging or changing technology including e-commerce, on business operations is evaluated.</p> <p>1.6 Practicability of business opportunity is assessed in line with perceived risks, returns sought and resources available.</p> <p>1.7 Business plan is completed for operation.</p>
2. Identify personal business skills	<p>2.1 Financial and business skills available are identified and taken into account when business opportunities are researched.</p> <p>2.2 Personal skills/attributes are assessed and matched against those perceived as necessary for a particular business opportunity.</p> <p>2.3 Business risks are identified and assessed according to resources available and personal preferences.</p>
3. Plan for establishment of business operation	<p>3.1 Business structure and operations are determined and documented.</p> <p>3.2 Procedures are developed and documented to guide operations.</p> <p>3.3 Financial backing is secured for business operation.</p> <p>3.4 Business legal and regulatory requirements are identified and complied.</p> <p>3.5 Human and physical resources required to commence business operation are determined.</p> <p>3.6 Recruitment strategies are developed and implemented.</p>

<p>4. Implement establishment plan</p>	<p>4.1 Marketing of business operation is undertaken.</p> <p>4.2 Physical and human resources are obtained to implement business operation.</p> <p>4.3 Operational unit is established to support and coordinate business operation.</p> <p>4.4 Monitoring process is developed and implemented for managing operation.</p> <p>4.5 Legal documents are carefully maintained and relevant records are kept and updated to ensure validity and accessibility.</p> <p>4.6 Contractual procurement rights for goods and services including contracts with relevant people, negotiated and secured as required in accordance with the business plan.</p> <p>4.7 Options for leasing/ownership of business premises identified and contractual arrangements are completed in accordance with the business plan.</p>
<p>5. Review implementation process</p>	<p>5.1 Review process for implementation of business operation is developed and implemented.</p> <p>5.2 Improvements in business operation and associated management process are identified.</p> <p>5.3 Identified improvements are implemented and monitored for effectiveness.</p>

Variable	Range
<p>Business opportunities</p>	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • expected financial viability • skills of operator • amount and types of finance available • returns expected or required by owners • likely return on investment • finance required • lifestyle issues
<p>Business viability</p>	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • opportunities available • market competition • timing/ cyclical considerations • skills available • resources available • location and/ or premises available • risk related to a particular business opportunity, especially • in regard to Occupational Health and Safety and • environmental considerations
<p>Specialist and relevant parties</p>	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Chamber of commerce

	<ul style="list-style-type: none"> • Financial planners and financial institution representatives, business planning specialists and marketing specialists • accountants • lawyers and providers of legal advice • government agencies • industry/trade associations • online gateways • business brokers/business consultants
Personal skills/attributes	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • technical and/ or specialist skills • business knowledge and skills • entrepreneurship • willingness to take risks
Business risks	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • occupational health and safety and environmental considerations • relevant legislative requirements • security of investment • market competition • security of premises/ location • supply and demand • resources available
Human and physical resources	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • software and hardware • office premises • communications equipment • specialist services through outsourcing, contracting and consultancy • staff • vehicles
Operational unit	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • office location staffed with required personnel and equipped to service and support business • home-based site or other location such as leased or owned property
Legal documents	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • partnership agreements, constitution documents, statutory books for companies (Register of Members, Register of Directors and Minute Books), Certificate of Incorporation, Franchise Agreements and financial documentation, appropriate software for financial records • recordkeeping including personnel, financial, taxation, OHS and environmental
Contracts with relevant people	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • owners, suppliers, employees, landlords, agents, distributors, customers or any person with whom the business has, or seeks to have, a performance-based relationship

Evidence Guide	
Critical Aspects of Competence	<p>Demonstrates skills and knowledge in:</p> <ul style="list-style-type: none"> • that a business operation has been planned and implemented from initial research into feasibility of the business and completion of the plan, through to implementing the plan and commencing operations • the ability to evaluate the results of research and assess the likely viability and practicability of a business opportunity, taking into account the current business/market climate and resources available
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> • Federal and regional government legislative requirements affecting business operations, especially in regard to occupational health and safety (OHS), equal employment opportunity (EEO), industrial relations and anti-discrimination • Technical or specialist skills relevant to the business operation • Financing options • Business systems and operations • Relevant marketing, management, sales and financial concepts • Methods for researching business opportunities • Principles of risk management relevant to the business • Methods of identifying relevant specialist services to complement the business • Forms and administrative systems • Services available and charges • Planning and control systems (sales, • Advertising and promotion, distribution and logistics • Financial recording systems • Legal rights and responsibilities • Record keeping duties • Operational factors relating to the business (provision of professional services, products)
Underpinning Skills	<p>Demonstrate skills of:</p> <ul style="list-style-type: none"> • Literacy skills to interpret legal requirements, company policies and procedures and immediate, day-to-day demands • Marketing skills • Business planning skills • Entrepreneurial skills • Problem-solving skills • OHS skills • Time management skills • Belief in services and products offered by the business • Communication skills including questioning, clarifying, reporting, and giving and receiving constructive feedback

	<ul style="list-style-type: none"> • Technical and analytical skills to interpret business documents, reports and financial statements and projections • Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities • Problem solving skills to develop contingency plans • Using computers and software packages to record and manage data and to produce reports • Literacy skills to enable interpretation of business information, numeracy skills for data analysis to aid research • Research skills to identify a business opportunity and to conduct a feasibility study • Analytical skills to assess personal attributes and to identify business risks • Observation skills for identifying appropriate people, resources and to monitor work
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Freight Transport and Logistics Operation Support Services Level II	
Unit Title	Standardize and Sustain 3S
Unit Code	EIS TLS2 29 0913
Unit Descriptor	This unit of competence covers the knowledge, skills and attitudes required by worker to standardize and sustain 3S to his/her workplace. It covers responsibility for the day-to-day operations of the workplace and ensuring that continuous improvements of Kaizen elements are initiated and institutionalized.

Elements	Performance Criteria
1. Prepare for work.	<p>1.1 Work instructions are used to determine job requirements, including method, material and equipment.</p> <p>1.2 Job specifications are read and interpreted following working manual.</p> <p>1.3 OHS requirements, including dust and fume collection, breathing apparatus and eye and ear personal protection needs are observed throughout the work.</p> <p>1.4 Safety equipment and tools are identified and checked for safe and effective operation.</p> <p>1.5 Tools and equipment are prepared and used to implement 3S.</p>
2. Standardize 3S.	<p>2.1 Plan is prepared and used to standardize 3S activities.</p> <p>2.2 Tools and techniques to standardize 3S are prepared and implemented based on relevant procedures.</p> <p>2.3 Checklists are followed for standardize activities and reported to relevant personnel.</p> <p>2.4 The workplace is kept to the specified standard.</p> <p>2.5 Problems are avoided by standardizing activities.</p>
3. Sustain 3S.	<p>3.1 Plan is prepared and followed to standardize 3S activities.</p> <p>3.2 Tools and techniques to sustain 3S are discussed, prepared and implemented based on relevant procedures.</p> <p>3.3 Workplace is inspected regularly for compliance to specified standard and sustainability of 3S techniques.</p> <p>3.4 Workplace is cleaned up after completion of job and before commencing next job or end of shift.</p> <p>3.5 Situations are identified where compliance to standards is unlikely and actions specified in procedures are taken.</p>

	<p>3.6 Improvements are recommended to lift the level of compliance in the workplace.</p> <p>3.7 Checklists are followed to sustain activities and reported to relevant personnel.</p> <p>3.8 Problems are avoided by sustaining activities.</p>
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Variable	Range
OHS requirements	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Are to be in accordance with legislation/ regulations/codes of practice and enterprise safety policies and procedures. This may include protective clothing and equipment, use of tooling and equipment, workplace environment and safety, handling of material, use of fire fighting equipment, enterprise first aid, hazard control and hazardous materials and substances. • Personal protective equipment is to include that prescribed under legislation/regulations/codes of practice and workplace policies and practices. • Safe operating procedures are to include, but are not limited to the conduct of operational risk assessment and treatments associated with workplace organization. • Emergency procedures related to this unit are to include but may not be limited to emergency shutdown and stopping of equipment, extinguishing fires, enterprise first aid requirements and site evacuation.
Safety equipment and tools	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • dust masks / goggles • glove • working cloth • first aid • safety shoes
Tools and 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
Tools and techniques	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • 5S Job Cycle Charts • Visual 5S • The Five Minute 5S

	<ul style="list-style-type: none"> • Standardization level checklist • 5S checklist • The five Whys and one How approach(5W1H) • Suspension • Incorporation • Use Elimination
Relevant procedures	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • Assign 3S responsibilities • Integrate 3S duties into regular work duties • Check on 3S maintenance level • OHS measures such as signage, symbols / coding and labeling of workplace and equipment • Creating conditions to sustain your plans • Roles in implementation
Reporting	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • verbal responses • data entry into enterprise database • brief written reports using enterprise report formats
Relevant personnel	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • supervisors, managers and quality managers • administrative, laboratory and production personnel • internal/external contractors, customers and suppliers
Tools and techniques	<p>May include but not limited to:</p> <ul style="list-style-type: none"> • 5S slogans • 5S posters • 5S photo exhibits and storyboards • 5S newsletter • 5S maps • 5S pocket manuals • 5S department/benchmarking tours • 5S months • 5S audit • Awarding system • Big cleaning day • Patrolling system may include: <ul style="list-style-type: none"> ➤ Top management Patrol ➤ 5S Committee members and Promotion office Patrol ➤ Mutual patrol ➤ Self-patrol ➤ Checklist patrol ➤ Camera patrol

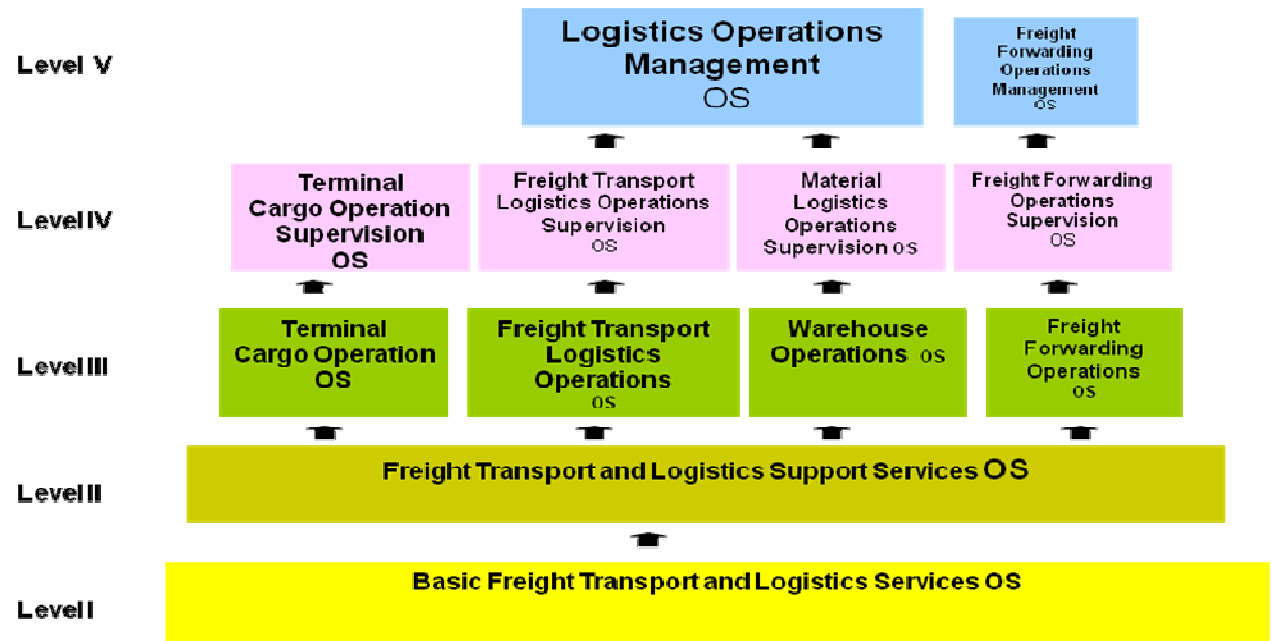
Evidence Guide

Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> • Discuss the relationship between Kaizen elements. • Standardize and sustain 3S activities by applying appropriate tools and techniques.
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Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> • Elements of Kaizen • Ways to improve Kaizen elements • Benefits of improving kaizen elements • Relationship between Kaizen elements • The fourth pillar of 5S • Benefits of standardizing and sustaining 3S • Procedures for standardizing and sustaining 3S activities • Tools and techniques to sustain 3S • Relevant Occupational Health and Safety (OHS) and environment requirements • Plan and report • Method of communication
Underpinning Skills	<p>Demonstrates skills of:</p> <ul style="list-style-type: none"> • improving Kaizen elements by applying 5S • standardizing and sustaining procedures and techniques to avoid problems • technical drawing • procedures to standardizing 3S activities • analyzing and preparing shop layout of the workplace • standardizing and sustaining checklists • preparing and implementing tools and techniques to sustain 3S • working with others • reading and interpreting documents • observing situations • solving problems by applying 5S • communication skills • preparing labels, slogans, etc. • gathering evidence by using different means • using Kaizen board properly in accordance the procedure • reporting activities and results using report formats
Resources Implication	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> • Interview / Written Test • Observation / Demonstration with Oral Questioning
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>



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.
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