



Federal Democratic Republic of Ethiopia

OCCUPATIONAL STANDARD

**WAREHOUSE OPERATION**

NTQF Level III



*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

Page 1 of 120	Ministry of Education Copyright	Warehouse Operation Ethiopian Occupational Standard	Version 2 September 2013
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## UNIT OF COMPETENCE CHART

Occupational Standard: Warehouse Operation			
Occupational Code: EIS WAO			
<i>NTQF Level III</i>			
<a href="#">EIS WAO3 01 0913</a> Estimate/Calculate Mass, Area and Quantify Dimensions	<a href="#">EIS WAO3 02 0913</a> Organize Receivable Operations	<a href="#">EIS WAO3 03 0913</a> Transfer cargo	
<a href="#">EIS WAO3 04 0913</a> Consolidate Manifest Documentation	<a href="#">EIS WAO3 05 0913</a> Identify and Label Explosives and Dangerous Goods	<a href="#">EIS WAO3 06 0913</a> Receive and Store Stock	
<a href="#">EIS WAO3 07 0913</a> Process Receipt and Delivery of Containers and Cargo	<a href="#">EIS WAO3 08 0913</a> Organize Dispatch Operations	<a href="#">EIS WAO3 09 0913</a> Prepare Articles for Delivery	
<a href="#">EIS WAO3 10 0913</a> Monitor Receival/Dispatch Documentation	<a href="#">EIS WAO3 11 0913</a> Deliver and Monitor a Service to Customers	<a href="#">EIS WAO3 12 0913</a> Coordinate Stock Takes	
<a href="#">EIS WAO3 13 0913</a> Coordinate Stock Inventory	<a href="#">EIS WAO3 14 0913</a> Use Inventory Systems to Organize Stock Control	<a href="#">EIS WAO3 15 0913</a> Control and Order Stock	
<a href="#">EIS WAO3 16 0913</a> Monitor Storage Facilities	<a href="#">EIS WAO3 17 0913</a> Control transfer of explosives and dangerous goods	<a href="#">EIS WAO3 18 0913</a> Shift Loads Using Equipments	
<a href="#">EIS WAO3 19 0913</a> Organize Warehouse Records Operations	<a href="#">EIS WAO3 20 0913</a> Use Product Knowledge to Complete Work	<a href="#">EIS WAO3 21 0913</a> Monitor Implementation of Work Plan/Activities	
<a href="#">EIS WAO3 22 0913</a> Apply Quality Control	<a href="#">EIS WAO3 23 0913</a> Lead Workplace Communication	<a href="#">EIS WAO3 24 0913</a> Lead Small Teams	
Page 2 of 120	Ministry of Education Copyright	Warehouse Operation Ethiopian Occupational Standard	Version 2 September 2013

[EIS WAO3 25 0913](#)

Improve Business  
Practice

[EIS WAO3 26 0913](#)

Prevent and Eliminate  
MUDA

Occupational Standard: Warehouse Operation Level III	
Unit Title	Estimate/Calculate Mass, Area and Quantify Dimensions
Unit Code	<a href="#">EIS WAO3 01 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to estimate and calculate mass and area and quantify dimensions of loads as part of work functions in the transport, stevedoring, warehousing, and/or storage sectors. This includes estimating loads to be transported or placed in storage, identifying mass, area and volume limitations of available transport/storage systems and carrying out calculations required to organize load(s) to match identified transport/storage limitations. Regulatory or certification requirements are applicable to this unit.

Element	Performance Criteria
1. Estimate loads for transport or storage	<p>1.1 Order forms/work orders are read and requirements are noted with appropriate and relevant <b>procedures</b> and <b>regulations</b>.</p> <p>1.2 Shape, balance characteristics, dimensions and mass of the load(s) are identified and/or <b>consultation</b> with appropriate <b>means of communication</b> is requested in case of need.</p> <p>1.3 Area/volume required for storage is estimated.</p> <p>1.4 <b>Calculations</b> of Weights and volumes are totaled to the requirements of transport or storage system.</p>
2. Estimate load limits of Transport and/or storage	<p>2. 1 Allowable load limits for storage and/or transport systems are identified in accordance with workplace procedures.</p> <p>2. 2 Capacity of transport and storage systems in terms of mass, area and volume are calculated.</p>
3. Organize load	<p>3.1 Load(s) is restricted to allowable range(s).</p> <p>3.2 Load(s) is spread to ensure safe weighting on pallets, trucks, platforms or other storage or transport systems.</p> <p>3.3 Appropriate workplace documentation is completed.</p> <p>3.4 <b>Estimate/calculate</b> mass, area and quantify dimensions <b>work</b> is performed at all times and in a diversified work environment in the <b>work place</b>.</p>

Variable	Range
Procedures	May include: <ul style="list-style-type: none"> <li>• company procedures and</li> <li>• regulator bodies requirement</li> </ul>
Regulations	<ul style="list-style-type: none"> <li>• relevant codes and regulations relevant to workplace activities</li> </ul>

	<ul style="list-style-type: none"> <li>• international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances</li> <li>• license, patent or copyright arrangements</li> <li>• water and road use and license arrangements</li> <li>• export/import/quarantine/bond requirements</li> <li>• relevant OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>
Consultation	<p>Process may involve:</p> <ul style="list-style-type: none"> <li>• other employees and supervisors</li> <li>• suppliers, customers and clients</li> <li>• relevant authorities and institutions</li> <li>• management</li> <li>• OHS specialists</li> <li>• other maintenance, professional or technical staff</li> </ul>
Means of communication	<ul style="list-style-type: none"> <li>• phone</li> <li>• Electronic Data Interchange (EDI)</li> <li>• fax</li> <li>• email</li> <li>• internet</li> <li>• radio</li> <li>• oral, aural or signed communications</li> </ul>
Calculations	<p>may include:</p> <ul style="list-style-type: none"> <li>• manually</li> <li>• with the aid of a calculator</li> <li>• with the aid of a computer</li> <li>• using appropriate tables and/or charts</li> </ul>
Estimating/calculations on tasks may include:	<ul style="list-style-type: none"> <li>• estimating loads to be transported or placed in storage</li> <li>• identifying mass, area and volume limitations of available transport/storage systems</li> <li>• carrying out calculations required to organize load(s) to match identified transport/storage limitations</li> <li>• calculations and estimations of weights and dimensions of cargo and containers to be shifted, stored or lifted</li> </ul>
Work	<p>may be conducted:</p> <ul style="list-style-type: none"> <li>• in a range of work environments</li> <li>• by day or night</li> <li>• limited or restricted spaces</li> <li>• exposed conditions and controlled or open environments</li> </ul>
Workplaces	may comprise large, medium or small worksites
Customers	may be internal or external
Hazards in the work area	<p>may include exposure to:</p> <ul style="list-style-type: none"> <li>• chemicals</li> </ul>

	<ul style="list-style-type: none"> <li>• dangerous or hazardous substances</li> <li>• movements of equipment, goods and materials</li> </ul>
Information/documents	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• workplace procedures and policies</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• goods identification numbers and codes</li> <li>• manifests, picking slips, merchandise transfers, stock requisitions and bar codes, goods and container identification/serial number</li> <li>• international codes of practice and regulations relevant to workplace activities including mass and loading regulations</li> <li>• international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances</li> <li>• manufacturers specifications for equipment</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• relevant regulations and certification requirements</li> <li>• quality assurance and emergency procedures</li> </ul>

<b>Evidence Guide</b>	
Critical aspects of Competence	<p>Demonstrate knowledge and skill to:</p> <ul style="list-style-type: none"> <li>• Estimate loads for transport or storage</li> <li>• Estimate load limits of Transport and/or storage</li> <li>• Organize load</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• international codes and regulations relevant to workplace activities</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the estimation and/or calculation of mass, area and volumes of loads and transport and storage facilities including the quantification of dimensions</li> <li>• Basic mathematical operations required when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities including addition, subtraction, multiplication and division</li> <li>• Focus of operation of work systems, equipment, management and site operating systems for the transport and/or storage of goods and stock</li> <li>• Problems that may occur when estimating and/or calculating mass, area and volumes of loads and transport/storage</li> </ul>

	<p>facilities and appropriate action that can be taken to resolve the problems</p> <ul style="list-style-type: none"> <li>• Documentation requirements for the workplace activities concerned</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when estimating and/or calculating mass, area and volumes of loads and transport and storage facilities</li> <li>• Read and interpret instructions, procedures, information and labels relevant to the estimation and/or calculation of mass, area and volumes of loads and transport and storage facilities</li> <li>• Interpret and follow operational instructions and prioritize work</li> <li>• Complete documentation related to work activities</li> <li>• Operate electronic communication equipment to required protocol</li> <li>• Work collaboratively with others when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</li> <li>• Promptly report and/or rectify any identified problems that may arise when estimating and/or calculating mass, area and volumes of loads and transport and storage facilities in accordance with workplace procedures</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Identify, select and use relevant calculators, computing and office equipment when estimating and/or calculating mass, area and volumes of loads and transport/storage facilities</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
Resources Implication	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>



<b>Occupational Standard: Warehouse Operation Level III</b>	
<b>Unit Title</b>	<b>Organize Receivable Operations</b>
<b>Unit Code</b>	<a href="#"><u>EIS WAO3 02 0913</u></a>
<b>Unit Descriptor</b>	This unit involves the skills and knowledge required to Organize receival operations in accordance with workplace requirements including planning and organizing receival operations, organizing the storage of received stock, and completing all required documentation and records in accordance with workplace procedures and relevant regulatory requirements.

<b>Elements</b>	<b>Performance Criteria</b>
1 Plan and Organize receival operations	<p>1.1 Knowledge of product characteristics and workplace procedures are applied to the analysis of the stock.</p> <p>1.2 Resources including manual handling equipment, employee competencies, storage areas and goods management equipment are identified to match stock characteristics.</p> <p>1.3 Deadlines are scheduled to enable receival of stock in storage zones.</p> <p>1.4 <b>Work</b> processes are planned to meet specified deadlines.</p>
2 Organize the storage of stock	<p>2.1 Employees, equipment and storage areas are allocated and supervised.</p> <p>2.2 Individuals are informed of work requirements and deadlines.</p> <p>2.3 Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and in accordance with workplace procedures and OHS requirements.</p> <p>2.4 Discrepancies in stocks are noted and reported in accordance with workplace procedures.</p>
3 Complete documentation	<p>3.1 Documentation and records regarding receival operations are completed and filed/dispatched in accordance with workplace procedures and relevant regulatory requirements.</p>

<b>Variable</b>	<b>Range</b>
Work	<p>may be conducted:</p> <ul style="list-style-type: none"> <li>• in a range of work environments</li> <li>• by day or night</li> </ul>
Goods to be received	<p>may involve:</p> <ul style="list-style-type: none"> <li>• special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances</li> </ul>

Problems that	<p>may occur when receiving an order include:</p> <ul style="list-style-type: none"> <li>• wrong stock is received</li> <li>• damaged stock</li> <li>• damaged packaging or pallets</li> <li>• incorrect quantity</li> <li>• error in paperwork</li> <li>• paperwork doesn't match goods</li> <li>• delivered late</li> <li>• poorly stacked stock</li> <li>• incorrect quantity</li> </ul>
Aspects of goods to be checked when goods are received	<p>may include:</p> <ul style="list-style-type: none"> <li>• correct type</li> <li>• number</li> <li>• condition</li> <li>• quality</li> <li>• packaging</li> <li>• Labeling</li> <li>• dangerous goods declarations and marking (where applicable)</li> </ul>
Hazards in the work area	<p>may include exposure to:</p> <ul style="list-style-type: none"> <li>• chemicals</li> <li>• dangerous or hazardous substances</li> <li>• movements of equipment, goods and materials</li> <li>• oil or water on floor</li> <li>• a fire or explosion</li> <li>• damaged packaging or pallets</li> <li>• debris on floor</li> <li>• faulty racking</li> <li>• poorly stacked pallets</li> <li>• faulty equipment</li> </ul>
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> <li>• phone</li> <li>• Electronic Data Interchange (EDI)</li> <li>• fax</li> <li>• email</li> <li>• internet</li> <li>• RF communications</li> <li>• barcode readers</li> <li>• oral, aural or signed communications</li> </ul>
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organizational and established procedures</li> </ul>
Personal	<p>may include:</p>

protective equipment	<ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• high visibility clothing</li> </ul>
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• supervisors and managers</li> <li>• customers/clients</li> <li>• drivers and agents</li> <li>• contractors</li> <li>• official representatives</li> </ul>
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> <li>• goods identification numbers and codes</li> <li>• manifests, picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>• manufacturers specifications for equipment/tools</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• codes of practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>• relevant legislation, regulations and related documentation including the EDG(Ethiopian Dangerous Goods) Code</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant codes and regulations pertaining to the organizing of receipt operations</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>➢ Ethiopian and International Dangerous Goods Codes</li> <li>➢ Ethiopian Marine Orders and the International Maritime Dangerous Goods Code</li> <li>➢ IATA Dangerous Goods by Air regulations</li> <li>➢ Ethiopian and International Explosives Codes</li> </ul> </li> <li>• relevant federal and/or regional states OHS legislation</li> <li>• relevant federal and/or regional states environmental protection legislation</li> </ul>

	<ul style="list-style-type: none"> <li>• license, patent or copyright arrangements</li> <li>• water and road use and license arrangements</li> <li>• export/import/quarantine/bond requirements</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>
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<b>Evidence Guide</b>	
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"> <li>• Plan and Organize receival operations</li> <li>• Organize the storage of stock</li> <li>• Complete documentation</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Regulations relevant to the organizing of receival operations, including the EDG Code and relevant bond, quarantine or other legislative requirements</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the organizing of receival operations</li> <li>• Focus of operation of work systems, equipment, management and site operating systems for the organizing of receival operations</li> <li>• Problems that may occur when organizing receival operations and appropriate action that can be taken to resolve the problems</li> <li>• Documentation and record requirements for receival operations</li> <li>• Equipment used during the organization of receival operations and the precautions and procedures that should be followed in its use</li> <li>• Housekeeping standards procedures required in the workplace</li> <li>• Site layout and obstacles</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when organizing receival operations</li> <li>• Read and comprehend simple statements in English</li> <li>• Read and interpret instructions, procedures and labels relevant to the organizing of receival operations</li> <li>• Complete documentation related to the organizing of receival operations</li> <li>• Identify relevant stock and goods coding and Labelling , including EDG and IMDG markings</li> </ul>

	<ul style="list-style-type: none"> <li>• Work collaboratively with others when organizing receipt operations</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</li> <li>• Promptly report and/or rectify any identified problems that may arise when organizing receipt operations in accordance with regulatory requirements and workplace procedures</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> <li>• Select and use relevant equipment and communication technology when organizing receipt operations</li> <li>• Estimate the size, shape and special requirements of goods and loads</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Warehouse Operation Level III	
Unit Title	Transfer Cargo
Unit Code	<a href="#">EIS WAO3 03 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to transfer cargo in accordance with workplace requirements including preparing for the transfer of the load, safely transferring the cargo using appropriate lifting equipment, finalizing the transfer, and completing all required documentation.

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

<b>Variable</b>	<b>Range</b>
Workplaces	may comprise: <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>
Personal protective equipment	may include: <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• protective clothing</li> <li>• high visibility clothing</li> </ul>
Equipment	may include: <ul style="list-style-type: none"> <li>• appropriate load shifting equipment normally in use at a terminal or wharf (but does not include gantry equipment, boom cranes, dozers or specialized load shifting equipment which are covered by separate competency units)</li> </ul>
Work	may be conducted in: <ul style="list-style-type: none"> <li>• a range of work environments</li> <li>• by day or night</li> <li>• limited or restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>
Customers	may be: <ul style="list-style-type: none"> <li>• internal or external</li> </ul>
Cargo/freight	may include: <ul style="list-style-type: none"> <li>• goods with specialist requirements, including temperature controlled goods and dangerous goods</li> </ul>
Hazards in the work area	may include exposure to: <ul style="list-style-type: none"> <li>• chemicals</li> <li>• dangerous or hazardous substances</li> <li>• movements of equipment, goods, materials and vehicular traffic</li> </ul>
Communication in the work area	may include: <ul style="list-style-type: none"> <li>• phone</li> <li>• fax</li> <li>• email</li> <li>• electronic data transfer (EDI)</li> <li>• RF systems</li> <li>• radio</li> <li>• oral, aural or signed communications</li> </ul>
Personnel in work area	may include: <ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• site visitors</li> <li>• contractors and official representatives</li> </ul>

Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organizational procedures</li> <li>• established procedures</li> </ul>
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> <li>• goods identification numbers and codes</li> <li>• manifests, bar codes, and container identification/serial number</li> <li>• Ethiopian and international codes of practice and regulations relevant to the transfer of cargo</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• manufacturers specifications for equipment</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• quality assurance and emergency procedures</li> </ul>
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant codes and regulations for the transfer of cargo/freight</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>➤ Ethiopian and International Dangerous Goods Codes</li> <li>➤ Ethiopian Marine Orders and the International Maritime Dangerous Goods Code</li> <li>➤ IATA Dangerous Goods by Air regulations</li> <li>➤ Ethiopian and International Explosives Codes</li> </ul> </li> <li>• license, patent or copyright arrangements</li> <li>• water and road use and license arrangements</li> <li>• export/import/quarantine/bond requirements</li> <li>• marine orders</li> <li>• relevant federal and/or regional states OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>



<b>Evidence Guide</b>	
Critical aspects of Competence	<p>include demonstration of:</p> <ul style="list-style-type: none"> <li>• Preparing for load transfer</li> <li>• Transferring cargo</li> <li>• Completing transfer</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Ethiopian and international codes and regulations relevant to the transfer of cargo/freight including the Ethiopian and International Dangerous Goods Codes</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the transfer of cargo and freight</li> <li>• Focus of operation of work systems, equipment, management and site operating systems for the transfer of cargo and freight</li> <li>• Problems that may occur when transferring cargo/freight and appropriate action that can be taken to resolve the problems</li> <li>• Relevant handling and safety codes</li> <li>• Types of equipment used to transfer loads in terminals/wharves, their applications and procedures and precautions for their use</li> <li>• Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of load shifting equipment</li> <li>• The marking and numbering systems for cargo</li> <li>• Relevant bond, quarantine or other legislative requirements</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when transferring cargo and freight</li> <li>• Read and interpret instructions, procedures, information and signs relevant to the transfer of cargo and freight</li> <li>• Interpret and follow operational instructions and prioritize work when transferring cargo and freight</li> <li>• Complete documentation related to work activities when transferring cargo and freight</li> <li>• Receive, acknowledge and send messages with communications equipment whilst operating load transfer equipment</li> <li>• Work collaboratively with others when transferring cargo and freight</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</li> <li>• Promptly report and/or rectify any identified problems, faults or malfunctions when transferring cargo and freight in accordance with regulatory requirements and workplace procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• Implement contingency plans for unplanned events that may occur when transferring cargo and freight</li> <li>• Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Apply fatigue management knowledge and techniques</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> <li>• Monitor performance of load transfer equipment</li> <li>• Conduct checks on equipment used when transferring cargo and freight in terms of service schedule and standard operating procedures</li> <li>• Identify, select and use relevant equipment, processes and procedures when transferring cargo and freight</li> <li>• Estimate the size, shape and special requirements of loads</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Warehouse Operation Level III	
Unit Title	Consolidate Manifest Documentation
Unit Code	<a href="#">EIS WAO3 04 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to consolidate manifest documentation including the identification of the documentation required and the processing of the information in Accordance with workplace procedures

Element	Performance Criteria
1. Identify required documentation	<p>1.1 Relevant <b>documentation</b> is collated and checked to ensure all appropriate information has been entered.</p> <p>1.2 Omissions/discrepancies are noted and reported in accordance with workplace procedures.</p> <p>1.3 Identification codes, manifest codes, details of dangerous goods declarations and pertinent data are entered into record system in accordance with workplace procedures and, where required, statutory <b>requirements, information/documentations</b>.</p> <p>1.4 Relevant clearances for the movement of goods/freight are checked and, where appropriate, actions to rectify deficiencies are followed in accordance with <b>workplace procedures</b>.</p>
2. Process documentation	<p>2. 1 Files/system is amended including the appending of all relevant data/information.</p> <p>2. 2 Tracking/monitoring processes are completed and documentation is forwarded in accordance with workplace procedures and, where required, statutory requirements.</p>

Variable	Range
Consolidation of manifest documentation may be undertaken in:	<ul style="list-style-type: none"> <li>the bulk handling, dangerous goods and freight forwarding sectors of the transport and distribution industry</li> </ul>
Requirements for work may include:	<ul style="list-style-type: none"> <li>freight forwarding protocols and procedures</li> <li>communications equipment</li> <li>workplace operations</li> <li>authorities and permits</li> <li>hours of operation</li> <li>relevant regulations</li> </ul>
Documentation may include:	<ul style="list-style-type: none"> <li>type, capacity and compatibility of cargo</li> <li>weigh bridge tickets</li> <li>loading dockets</li> </ul>

	<ul style="list-style-type: none"> <li>• orders</li> <li>• invoices</li> </ul>
Workplace procedures may include:	<ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organizational procedures</li> <li>• established procedures</li> </ul>
Documentation/records may include:	<ul style="list-style-type: none"> <li>• operations manuals, job specifications and procedures and induction documentation</li> <li>• competency standards and training materials</li> <li>• manufacturers/client specifications, instructions</li> <li>• workplace operating procedures and policies</li> <li>• international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances</li> <li>• supplier and/or client instructions</li> <li>• relevant standards, criteria and certification requirements</li> <li>• communications technology equipment, oral, aural or signed communications</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Applicable procedures and codes may include:	<ul style="list-style-type: none"> <li>• regulations relevant to the transport of freight</li> <li>• international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>➤ International Dangerous Goods Codes</li> <li>➤ Marine Orders and the International Maritime Dangerous Goods Code</li> <li>➤ IATA Dangerous Goods by Air regulations</li> <li>➤ International Explosives Codes</li> <li>➤ international standards and certification requirements</li> <li>➤ relevant OHS legislation</li> <li>➤ relevant fatigue management regulations</li> <li>➤ relevant environmental protection legislation</li> </ul> </li> </ul>

<b>Evidence Guide</b>	
Critical Aspects of Competence	Demonstrate knowledge and skills of: <ul style="list-style-type: none"> <li>• Identify required documentation</li> <li>• Process documentation</li> </ul>
Underpinning Knowledge and Attitudes	Demonstrate knowledge of: <ul style="list-style-type: none"> <li>• Relevant codes of practice and legislative requirements including Dangerous Goods Code and relevant freight regulations</li> <li>• Relevant OHS and environmental procedures and regulations</li> </ul>

	<ul style="list-style-type: none"> <li>• Workplace procedures to be followed in the consolidation of manifests</li> <li>• Operational procedures for document control</li> <li>• Sources of information/documentation needed when consolidating manifests</li> <li>• Customer service policies and procedures</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when consolidating manifest documentation</li> <li>• Read and interpret instructions, procedures, information and labels relevant to the consolidation of manifest documentation</li> <li>• Interpret and follow operational instructions and priorities work</li> <li>• Complete documentation related to the consolidation process</li> <li>• Work collaboratively with others when consolidating manifest documentation</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</li> <li>• Promptly report and/or rectify any identified problems that may arise when consolidating manifest documentation in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unanticipated situations that may occur when consolidating manifest documentation</li> <li>• Plan own work including predicting consequences and identifying improvements</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

<b>Occupational Standard: Warehouse Operation Level III</b>	
<b>Unit Title</b>	<b>Identify and Label Explosives and Dangerous Goods</b>
<b>Unit Code</b>	<b><a href="#">EIS WAO3 05 0913</a></b>
<b>Unit Descriptor</b>	This unit involves the skills and knowledge required to identify and label explosives and dangerous goods, including assessing explosives/dangerous goods; handling explosives/dangerous goods in accordance with regulatory requirements; Labelling explosives/dangerous goods in accordance with regulatory requirements; and complying with all required documentation.

<b>Elements</b>	<b>Performance Criteria</b>
1 Assess explosives/dangerous goods	<p>1.1 Load is checked for explosives/dangerous goods in accordance with the relevant codes and government regulations.</p> <p>1.2 Types of explosives/dangerous goods are identified from labels, DG declarations and pleading in accordance with workplace procedures, and all required action is taken to ensure compliance with relevant government regulations and EDG/Ethiopian Explosives Codes as applicable.</p> <p>1.3 Hazards posed by load are identified from labels and Material Safety Data Sheets (MSDS).</p>
2 Handle explosives/dangerous goods	<p>2.1 Identified explosives/dangerous goods are handled and loaded/unloaded in accordance with regulatory requirements, codes, National Load Restraint Guide, and employer policy.</p> <p>2.2 Appropriate personal protective equipment is used when handling explosives/dangerous goods in accordance with class, subsidiary risk and MSDS information.</p> <p>2.3 Handling of different types of load takes into account the identified hazards posed by the explosives/dangerous goods concerned.</p> <p>2.4 When loading/storing explosives/dangerous goods, segregation procedures are followed according to the class and subsidiary risk information.</p>
3 Label explosives/dangerous goods	<p>3.1 All packages/containers are labeled with the class and subsidiary risk in accordance with current ADG/Ethiopian Explosives Codes as applicable.</p> <p>3.2 A dangerous goods declaration is included with manifest and other shipping documents.</p>

	3.3 Vehicles carrying explosives and/or dangerous goods are placarded in accordance with current ADG/Ethiopian Explosives Codes as applicable.
4 Complete documentation	4.1 All required transport documents are completed in accordance with current ADG/Ethiopian Explosives Codes as applicable.

Variable	Range
Operations	may be conducted: <ul style="list-style-type: none"> <li>• in a range of work environments and weather conditions</li> <li>• by day or night</li> </ul>
Customers	may be: <ul style="list-style-type: none"> <li>• internal or external</li> </ul>
Workplaces	may comprise: <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>
Work	may be conducted in: <ul style="list-style-type: none"> <li>• restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> <li>• a workplace, warehouse or depot</li> <li>• in a vehicle on the road</li> <li>• at a client's workplace</li> </ul>
Goods/cargo to be identified and classified	may: <ul style="list-style-type: none"> <li>• require special precautions for handling and storage</li> </ul>
Classes of dangerous goods and explosives	are: <ul style="list-style-type: none"> <li>• as defined in the respective Ethiopian codes</li> </ul>
Standard marking and signage for identified explosives and dangerous goods	is: <ul style="list-style-type: none"> <li>• as required in the respective Ethiopian codes</li> </ul>
Personnel in the work area	may include: <ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• site visitors</li> <li>• contractors and official representatives</li> </ul>
Communication in the work area	may include: <ul style="list-style-type: none"> <li>• phone</li> <li>• electronic data interchange</li> <li>• fax</li> <li>• email</li> <li>• internet</li> <li>• radio</li> <li>• oral, aural or signed communications</li> </ul>

Depending on the type of organization concerned and the local terminology used, workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organizational procedures</li> <li>• established procedures</li> </ul>
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• high visibility clothing</li> </ul>
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> <li>• goods identification numbers, codes, markings and signs</li> <li>• codes of practice including the Ethiopian/International Dangerous Goods Codes and the Ethiopian/International Explosives Codes</li> <li>• manifests, bar codes, goods and container identification</li> <li>• manufacturers specifications for equipment/tools</li> <li>• workplace procedures and policies for the loading and unloading of vehicles</li> <li>• supplier and/or client instructions</li> <li>• material safety data sheets</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• current Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>➤ Ethiopian and International Dangerous Goods Codes</li> <li>➤ Ethiopian Marine Orders and the International Maritime Dangerous Goods Code</li> <li>➤ IATA Dangerous Goods by Air regulations</li> <li>➤ Ethiopian and International Explosives Codes</li> </ul> </li> <li>• relevant Federal and/or Regional state environmental protection legislation</li> <li>• equal opportunity legislation</li> <li>• workplace relations regulations</li> <li>• equal employment and affirmative action legislation</li> <li>• relevant Federal and/or Regional state OHS legislation</li> </ul>



<b>Evidence Guide</b>			
Critical aspects of Competence	<p>include demonstration of:</p> <ul style="list-style-type: none"> <li>• identifying explosives and dangerous goods from labels in accordance with regulatory requirements and practices</li> <li>• handling explosives and dangerous goods according to regulatory requirements, codes, National Load Restraint Guide and employer policy as appropriate</li> <li>• locating, interpreting and applying relevant codes and regulations</li> <li>• indentifying the hazards from labels of explosives and dangerous goods</li> <li>• identifying the personal protective equipment required when handling explosives and dangerous goods</li> <li>• maintaining workplace records for the explosives and dangerous goods</li> </ul>		
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant Federal and/or Regional state regulations and codes pertaining to the identification and Labeling of explosives and dangerous goods including the current EDG and Ethiopian Explosives Codes</li> <li>• OHS procedures and guidelines concerning the lifting and movement of loads</li> <li>• Risks and hazards when loading, unloading and handling explosives and dangerous goods, and related precautions to control the risk</li> <li>• Workplace procedures and policies for the identification and Labeling of explosives and dangerous goods</li> <li>• Characteristics of explosives and dangerous goods relevant to handling and transport</li> <li>• Compatibility of various types of explosives and dangerous goods</li> <li>• Site layout and obstacles</li> <li>• Housekeeping standards procedures required in the workplace</li> </ul>		
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when loading, unloading and handling explosives and dangerous goods</li> <li>• Read and interpret instructions, procedures, information and signs relevant to the loading, unloading and handling of explosives and dangerous goods</li> <li>• Interpret material safety data sheets, containers and goods coding, markings and other information describing explosives and dangerous goods including, where applicable, emergency information panels for the mode of transport/storage selected</li> <li>• Interpret and follow operational instructions and prioritize work</li> </ul>		
Page 24 of 120	Ministry of Education Copyright	Warehouse Operation Ethiopian Occupational Standard	Version 2 September 2013

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

Occupational Standard: Warehouse Operation Level III	
Unit Title	Receive and Store Stock
Unit Code	<a href="#">EIS WAO3 06 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to receive and store stock for a workplace store in an enterprise/organization in a transport, distribution, production, hospitality, retail or other relevant industry sector. It specifically covers taking delivery of stock, storing the received stock, and rotating and maintaining stock in accordance with relevant regulatory and workplace procedures.

Elements	Performance Criteria
1 Take delivery of stock	<p>1.1 Incoming <b>stock</b> is accurately checked against orders and delivery documentation in accordance with workplace procedures.</p> <p>1.2 Variations are accurately identified, recorded and communicated to the appropriate person.</p> <p>1.3 Items are inspected for damage, quality, use-by dates, breakages or discrepancies, and records are made in accordance with workplace policy.</p>
2 Store stock	<p>2.1 All stock is promptly and safely transported to an appropriate storage area without damage.</p> <p>2.2 Stock is stored in the appropriate location within the area and in accordance with workplace security procedures.</p> <p>2.3 Appropriate personal protective equipment is correctly used during receipt and storage operations.</p> <p>2.4 Stock levels are accurately recorded in accordance with workplace procedures.</p> <p>2.5 Stock is labeled in accordance with workplace procedures.</p>
3 Rotate and maintain stock	<p>3.1 Stock is rotated, where required, in accordance with workplace policy.</p> <p>3.2 Stock is moved using appropriate equipment, if necessary, in accordance with OHS <b>requirements</b>, relevant regulations and workplace procedures.</p> <p>3.3 Quality of stock is checked and reported.</p> <p>3.4 Appropriate action is taken where the quality of the stock is found to be outside specified standards.</p> <p>3.5 Stock is placed in storage or disposed of in accordance with workplace policy.</p>

4 Complete documentation	4.1 All required records and documentation are completed in accordance with workplace procedures.
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Variable	Range
Stock	<p>may include but is not limited to:</p> <ul style="list-style-type: none"> <li>• production materials</li> <li>• packaging materials</li> <li>• equipment and tools</li> <li>• office and stationery supplies</li> <li>• forms, brochures and documents</li> <li>• vouchers and tickets</li> <li>• merchandise for sale</li> <li>• linen</li> <li>• food and beverage supplies</li> </ul>
Requirements	<p>may include:</p> <ul style="list-style-type: none"> <li>• workplace protocols and procedures</li> <li>• communications equipment</li> <li>• workplace operations manuals</li> <li>• relevant regulations, authorities and permits</li> <li>• hours of operation</li> <li>• relevant record keeping requirements</li> <li>• workplace quality and customer service standards</li> </ul>
This unit	<p>may apply to:</p> <ul style="list-style-type: none"> <li>• any workplace store in an enterprise/organization in a transport, distribution, production, hospitality, retail or other relevant industry sector (excluding work areas and organizations involving major and/or dedicated warehousing)</li> </ul>
Suppliers	may be internal or external
Stock control and record systems	<p>may be:</p> <ul style="list-style-type: none"> <li>• manual</li> <li>• computerized</li> </ul>
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> <li>• suppliers, representatives and drivers</li> <li>• relevant authorities</li> <li>• other employees and supervisors</li> <li>• management</li> <li>• other professional or technical staff</li> </ul>
Communications systems	<p>may involve:</p> <ul style="list-style-type: none"> <li>• telephone</li> <li>• fax</li> <li>• email</li> <li>• electronic data transfer of information</li> <li>• mail</li> </ul>

Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organizational procedures</li> <li>• established procedures</li> </ul>
Personal protective equipment	<p>may include but is not limited to:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• high visibility clothing</li> </ul>
Documentation/records	<p>may include:</p> <ul style="list-style-type: none"> <li>• workplace protocols and procedures</li> <li>• workplace specifications for the stock concerned</li> <li>• relevant regulations</li> <li>• supplier instructions</li> <li>• operations manuals</li> <li>• documentation including order forms, standard letters, etc.</li> <li>• induction documentation</li> <li>• delivery options</li> <li>• relevant Ethiopian and international standards, criteria and certification requirements</li> <li>• communications technology equipment, oral, aural or signed communications</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> <li>• relevant competency standards and training materials</li> </ul>
Applicable procedures and codes	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant regulations and codes of practice for receipt and storage of stock concerned</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>• Ethiopian and International Dangerous Goods Codes</li> <li>• Ethiopian and International Explosives Codes</li> <li>• Ethiopian and international standards and certification requirements</li> </ul> </li> <li>• relevant federal and/or regional states OHS legislation</li> <li>• relevant federal and/or regional states environmental protection legislation</li> </ul>

### Evidence Guide

Critical aspects of Competence	<p>include to:</p> <ul style="list-style-type: none"> <li>• Take delivery of stock</li> </ul>
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	<ul style="list-style-type: none"> <li>• Store stock</li> <li>• Rotate and maintain stock</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant codes of practice and legislative requirements (for example dangerous goods regulations, health and hygiene regulations, etc.)</li> <li>• Relevant OHS and environmental procedures and regulations</li> <li>• Principles of stock control</li> <li>• Stock control documentation and systems used in workplace stores</li> <li>• Interpretation of workplace specifications and orders for supplies</li> <li>• Stock security systems</li> <li>• Safe lifting and handling procedures</li> <li>• Protocols and procedures for liaising with supplier representatives, drivers and colleagues using appropriate technology</li> <li>• Code of practice for working collaboratively with others</li> <li>• Systems for the completion of relevant records and documentation</li> <li>• Problems that may occur when receiving and storing stock and appropriate action that can be taken to resolve the problems</li> <li>• Contacts and sources of information and documentation needed when receiving and storing stock</li> <li>• Site layout</li> <li>• The purpose and procedures for the use of relevant personal protective equipment</li> <li>• Customer service policies and procedures</li> <li>• Procedures for operating electronic communications equipment</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when receiving and storing stock</li> <li>• Read and interpret instructions, procedures and labels relevant to receiving and storing stock</li> <li>• Complete documentation related to receiving and storing stock</li> <li>• Work collaboratively with others when receiving and storing stock</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</li> <li>• Promptly report and/or rectify any identified problems that may occur when receiving and storing stock in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unplanned events</li> <li>• Monitor work activities in terms of planned schedule</li> </ul>

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

Occupational Standard: Warehouse Operation Level III	
Unit Title	Process Receipt and Delivery of Containers And Cargo
Unit Code	<a href="#">EIS WAO3 07 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to process the receipt and delivery of containers and cargo in accordance with workplace requirements including checking the stacking/discharge list at commencement of a shift, assessing and planning container/cargo consolidation, allocating stack positions, identifying and checking containers/cargo, and checking and completing required documentation.

Elements	Performance Criteria
1 Check stacking/discharge list at commencement of shift	<p>1.1 Yard or terminal stacking/discharge lists are checked against container/cargo documentation and operational order of <b>work</b>, taking into account both ship and shore operations.</p> <p>1.2 Stacking discharge lists are continually updated to reflect the correct location of containers and cargo.</p>
2 Assess and plan container/cargo consolidation	<p>2.1 Yard or terminal plans are assessed and where appropriate consolidation of container/cargo within the yard or terminal is planned.</p> <p>2.2 Consolidation plans are prepared to ensure efficiency of operations and efficient use of available yard/terminal space.</p> <p>2.3 Final yard/terminal positions are obtained from consolidation plans and recorded.</p>
3 Allocate stack positions	<p>3.1 Stack positions are allocated based on the nature of the container/cargo concerned and the requirements of yard/terminal operations.</p> <p>3.2 Stacking plan is <b>communicated</b> to the relevant personnel in accordance with workplace procedures.</p>
4 Identify and check containers/cargo	<p>4.1 Containers/cargo are identified and checked at the point of entry to the yard and prior to stacking.</p> <p>4.2 Agreement between numbers and marks on container/cargo and shipping documentation is confirmed.</p> <p>4.3 Cargo/containers are inspected and appropriate action is taken to report identified damage or defects in accordance with <b>workplace</b> procedures.</p> <p>4.4 Stacking follows stacking plans and facilitates efficient movement within the yard.</p>
5 Check and complete documentation	<p>5.1 <b>Documentation</b> is checked prior to performing completion procedures ensuring compliance with <b>workplace procedures</b> and regulatory requirements.</p>



Variable	Range
Work	may be conducted: <ul style="list-style-type: none"> <li>• in a range of work environments</li> <li>• by day or night</li> <li>• goods with specialist requirements, including temperature controlled goods and dangerous goods</li> <li>• limited or restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>
Workplaces	may comprise: <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>
Communication in the work area	may include: <ul style="list-style-type: none"> <li>• phone</li> <li>• fax</li> <li>• email</li> <li>• electronic data transfer (EDI)</li> <li>• RF systems</li> <li>• radio</li> <li>• oral, aural or signed communications</li> </ul>
Information/documents	may include: <ul style="list-style-type: none"> <li>• goods identification numbers and codes</li> <li>• manifests, bar codes, and container identification/serial number</li> <li>• Ethiopian and international codes of practice and regulations relevant to the processing of the receipt and delivery of containers and cargo</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• manufacturers specifications for equipment</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Workplace procedures	may include: <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• organizational procedures</li> <li>• established procedures</li> </ul>
Customers	may be internal or external
Hazards in the work area	may include exposure to: <ul style="list-style-type: none"> <li>• chemicals</li> <li>• dangerous or hazardous substances</li> <li>• movements of equipment, goods, materials and vehicular traffic</li> </ul>
Personnel in work area	may include: <ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• site visitors</li> <li>• contractors</li> <li>• official representatives</li> </ul>
Personal protective equipment	may include: <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• protective clothing</li> <li>• high visibility clothing</li> </ul>
Applicable regulations and legislation	may include: <ul style="list-style-type: none"> <li>• relevant codes and regulations for the receipt and delivery of containers and cargo</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:             <ul style="list-style-type: none"> <li>➢ Ethiopian and International Dangerous Goods Codes</li> <li>➢ Ethiopian Marine Orders and the International Maritime Dangerous Goods Code</li> <li>➢ IATA Dangerous Goods by Air regulations</li> <li>➢ Ethiopian and International Explosives Codes</li> </ul> </li> <li>• license, patent or copyright arrangements</li> <li>• water and road use and license arrangements</li> <li>• export/import/quarantine/bond requirements</li> <li>• marine orders</li> <li>• relevant Federal and/or Regional state OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>

<b>Evidence Guide</b>	
Critical aspects of Competence	include to: <ul style="list-style-type: none"> <li>• Check stacking/discharge list at commencement of shift</li> <li>• Assess and plan container/cargo consolidation</li> <li>• Allocate stack positions</li> </ul>

	<ul style="list-style-type: none"> <li>• Identify and check containers/cargo</li> <li>• Check and complete documentation</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Ethiopian and international standards, codes and regulations relevant to the processing of the receipt and delivery of containers and cargo including the Ethiopian and International Dangerous Goods Codes</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the processing of the receipt and delivery of containers and cargo</li> <li>• Focus of operation of work systems, equipment, management and site operating systems for the receipt and delivery of containers and cargo</li> <li>• Problems that may occur when processing the receipt and delivery of containers and cargo, and appropriate action that can be taken to resolve the problems</li> <li>• Relevant handling and safety codes</li> <li>• Site layout, stacking plans and available stacking space</li> <li>• The marking and numbering systems for cargo</li> <li>• Relevant bond, quarantine or other legislative requirements</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when processing the receipt and delivery of containers and cargo</li> <li>• Read and interpret instructions, procedures and labels relevant to the processing of the receipt and delivery of containers and cargo</li> <li>• Identify cargo, container and goods, coding, EDG / IMDG markings and where applicable emergency information panels</li> <li>• Receive, acknowledge and send messages with appropriate communications equipment</li> <li>• Work collaboratively with others</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</li> <li>• Promptly report and/or rectify any identified problems when processing the receipt and delivery of containers and cargo in accordance with regulatory requirements and workplace procedures</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• Identify, select and use relevant equipment, processes and procedures when processing the receipt and delivery of containers and cargo</li> <li>• Use the lashing and protection equipment</li> <li>• Estimate the size, shape and special requirements of loads</li> <li>• Apply effective eye-hand coordination</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Warehouse Operation Level III	
Unit Title	Organize Dispatch Operations
Unit Code	<a href="#">EIS WAO3 08 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to organize dispatch operations in accordance with workplace requirements including planning and organizing dispatch operations, organizing the storage and dispatch of stock, and completing all required documentation and records.

Elements	Performance Criteria
1 Plan and organize dispatch operations	<p>1.1 Knowledge of product characteristics and <b>workplace</b> procedures are applied to the analysis of the stock.</p> <p>1.2 Resources including manual handling equipment, employee competencies, storage areas and goods management equipment are identified to match stock characteristics.</p> <p>1.3 Deadlines are scheduled to meet order requirements.</p> <p>1.4 <b>Work</b> processes are planned to meet deadlines.</p>
2 Organize the storage and dispatch of stock	<p>2.1 Employees, equipment and storage areas are allocated and supervised.</p> <p>2.2 Individuals are informed of work requirements and deadlines.</p> <p>2.3 Work processes are monitored to ensure that resources, both human and equipment, are maintained at productive levels and in accordance with workplace procedures and OHS requirements.</p> <p>2.4 Discrepancies in stocks are noted and reported in accordance with company procedures.</p>
3 Complete documentation	3.1 Required dispatch <b>documentation</b> and records are completed in accordance with workplace procedures

Variables	Range
Workplaces may comprise:	<ul style="list-style-type: none"> <li>large, medium or small worksites</li> </ul>
Work may be conducted:	<ul style="list-style-type: none"> <li>in a range of work environments</li> <li>by day or night</li> <li>limited or restricted spaces</li> <li>exposed conditions</li> <li>controlled or open environments</li> </ul>
Information/documents may include:	<ul style="list-style-type: none"> <li>goods identification numbers and codes</li> <li>manifests, picking slips, merchandise transfers, stock requisitions and bar codes</li> </ul>

	<ul style="list-style-type: none"> <li>• manufacturers specifications for equipment/tools</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• codes of practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>• relevant legislation, regulations and related documentation including the ADG Code</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>		
Customers may be:	<ul style="list-style-type: none"> <li>• internal or external</li> </ul>		
Goods to be dispatched may involve:	<ul style="list-style-type: none"> <li>• special handling, location, storage and/or packaging requirements, including temperature controlled goods, dangerous goods or hazardous substances</li> </ul>		
Problems that may occur when dispatching an order include:	<ul style="list-style-type: none"> <li>• wrong stock is dispatched</li> <li>• wrong carton for order</li> <li>• incorrect location</li> <li>• damaged stock</li> <li>• no stock at location</li> <li>• incorrect quantity</li> <li>• failing to meet a special order requirement</li> <li>• failing to meet customers delivery requirements</li> </ul>		
Special order requirements may include:	<ul style="list-style-type: none"> <li>• pricing</li> <li>• special packing</li> <li>• specific size of carton</li> <li>• special categories of stock</li> </ul>		
Hazards in the work area may include exposure to:	<ul style="list-style-type: none"> <li>• chemicals</li> <li>• dangerous or hazardous substances</li> <li>• movements of equipment, goods and materials</li> <li>• oil or water on floor</li> <li>• a fire or explosion</li> <li>• damaged packaging or pallets</li> <li>• debris on floor</li> <li>• faulty racking</li> <li>• poorly stacked pallets</li> <li>• faulty equipment</li> </ul>		
Communication in the work area may include:	<ul style="list-style-type: none"> <li>• phone</li> <li>• Electronic Data Interchange (EDI)</li> </ul>		
Page 37 of 120	Ministry of Education Copyright	Warehouse Operation Ethiopian Occupational Standard	Version 2 September 2013

	<ul style="list-style-type: none"> <li>• fax</li> <li>• email</li> <li>• internet</li> <li>• RF communications</li> <li>• barcode readers</li> <li>• oral, aural or signed communications</li> </ul>
Depending on the type of organization concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organizational procedures</li> <li>• established procedures</li> </ul>
Personal protective equipment may include:	<ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• high visibility clothing</li> </ul>
Consultative processes may involve:	<ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• supervisors and managers</li> <li>• customers/clients</li> <li>• drivers and agents</li> <li>• contractors</li> <li>• official representatives</li> </ul>
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> <li>• relevant codes and regulations pertaining to the organizing of dispatch operations</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>➢ Ethiopian and International Dangerous Goods Codes</li> <li>➢ Ethiopian Marine Orders and the International Maritime Dangerous Goods Code</li> <li>➢ IATA Dangerous Goods by Air Regulations</li> <li>➢ Ethiopian and international explosives codes</li> </ul> </li> <li>• relevant state/territory OHS legislation</li> <li>• relevant state/territory environmental protection legislation</li> <li>• license , patent or copyright arrangements</li> <li>• water and road use and license arrangements</li> <li>• export/import/quarantine/bond requirements</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>

<b>Evidence Guide</b>	
Critical Aspects of Competence	<p>include to:</p> <ul style="list-style-type: none"> <li>• Plan and organize dispatch operations</li> <li>• Organize the storage and dispatch of stock</li> <li>• Complete documentation</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Regulations relevant to the organizing of dispatch operations, including the ADG Code and relevant bond, quarantine or other legislative requirements</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the organizing of dispatch operations</li> <li>• Focus of operation of work systems, equipment, management and site operating systems for the organizing of dispatch operations</li> <li>• Problems that may occur when organizing dispatch operations and appropriate action that can be taken to resolve the problems</li> <li>• Documentation and record requirements for dispatch operations</li> <li>• Equipment used during the organization of dispatch operations and the precautions and procedures that should be followed in its use</li> <li>• Housekeeping standards procedures required in the workplace</li> <li>• Site layout and obstacles</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when organizing dispatch operations</li> <li>• Read and comprehend simple statements in English</li> <li>• Read and interpret instructions, procedures and labels relevant to the organizing of dispatch operations</li> <li>• Complete documentation related to the organizing of dispatch operations</li> <li>• Identify relevant stock and goods coding and labelling, including ADG and IMDG markings</li> <li>• Work collaboratively with others when organizing dispatch operations</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</li> <li>• Promptly report and/or rectify any identified problems that may arise when organizing dispatch operations in accordance with regulatory requirements and workplace procedures</li> <li>• Monitor work activities in terms of planned schedule</li> </ul>



	<ul style="list-style-type: none"> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> <li>• Select and use relevant equipment and communications technology when organizing dispatch operations</li> <li>• Estimate the size, shape and special requirements of goods and loads</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Warehouse Operation Level III	
Unit Title	Prepare Articles for Delivery
Unit Code	<a href="#">EIS WAO3 09 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to prepare mail articles for delivery, including checking and organizing articles for delivery, storing articles for delivery, and maintaining all required records.

Elements	Performance Criteria
1 Check and organize articles for delivery	<p>1.1 Articles are inspected to ensure that they meet all <b>specified inspection criteria</b>.</p> <p>1.2 Articles for delivery are sorted into groups according to specified <b>sorting criteria</b>.</p> <p>1.3 Articles which cannot be delivered due to defects or other mitigating factors are sorted and dealt with in accordance with <b>workplace procedures</b>.</p> <p>1.4 Processing of articles is monitored to ensure a secure and effective workflow <b>operation</b>.</p> <p>1.5 <b>Communication</b> is conducted effectively with others when preparing articles for delivery.</p>
2 Store articles for delivery	<p>2.1 Appropriate manual handling practices are used to shift and sort articles according to the <b>legislation</b>.</p> <p>2.2 Groups of articles for delivery are stored in appropriate areas and clearly identified for delivery type and run.</p> <p>2.3 Security requirements and activities to ensure appropriate access to stored articles are followed in accordance with workplace procedures.</p>
3 Maintain records	<p>3.1 Required records and/or notices for registered mail, classified mail, parcels and defective mail articles are completed in accordance with workplace procedures.</p> <p>3.2 Records are <b>documented</b> in accordance with workplace procedures.</p>

Variable	Range
Specified inspection criteria for mail	<p>may include:</p> <ul style="list-style-type: none"> <li>• address details are complete</li> <li>• correct postage is paid for the size, weight and type of article</li> <li>• the packaging of articles is secured to prevent loss or damage of contents during delivery</li> </ul>

Sorting criteria for mail	<p>may include:</p> <ul style="list-style-type: none"> <li>• address and delivery run</li> <li>• the type of article or postage delivery paid</li> <li>• the priority of delivery</li> <li>• workplace procedures/practices</li> </ul>
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organizational procedures</li> <li>• established procedures</li> </ul>
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> <li>• in a range of work environments and weather conditions</li> <li>• by day or night</li> </ul> <p>may be undertaken:</p> <ul style="list-style-type: none"> <li>• on or off base site</li> </ul>
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> <li>• fixed phone</li> <li>• mobile phone</li> <li>• fax</li> <li>• email</li> <li>• internet</li> <li>• radio</li> <li>• oral, aural or signed communications</li> </ul>
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• state/territory roads and traffic authority road rule and license requirements</li> <li>• Dangerous Goods Code, Explosives Code, HAZCHEM (hazardous Chemicals ) codes, and other relevant regulations pertaining to the delivery of mail</li> <li>• relevant state/territory environmental protection legislation</li> <li>• relevant state/territory OHS legislation</li> </ul>
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> <li>• operations manuals</li> <li>• induction documentation</li> <li>• competency standards and training materials</li> <li>• manufacturers specifications for relevant equipment</li> <li>• Dangerous Goods Code, Explosives Code, HAZCHEM codes and other regulations pertaining to the delivery of mail</li> <li>• workplace procedures and policies for the preparation of mail for delivery</li> <li>• supplier and/or client instructions</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• standards and certification requirements</li> </ul>

	<ul style="list-style-type: none"> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
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<b>Evidence Guide</b>	
Critical Aspects of Competence	Demonstrate knowledge and skills of: <ul style="list-style-type: none"> <li>• Check and organize articles for delivery</li> <li>• Store articles for delivery</li> <li>• Maintain records</li> </ul>
Underpinning Knowledge and Attitudes	Demonstrates knowledge of: <ul style="list-style-type: none"> <li>• Relevant state/territory mass and loading regulations</li> <li>• OHS procedures and guidelines concerning the preparation of articles for mail delivery</li> <li>• Risks when preparing articles for delivery and related precautions to control the risk</li> <li>• Workplace procedures and policies for the preparation of articles for the sorting and storing of mail</li> <li>• Problems that may arise when preparing articles for delivery and actions that should be taken to prevent or solve them</li> <li>• Housekeeping standards procedures required in the workplace</li> <li>• Methods of securing mail articles</li> </ul>
Underpinning Skills	Demonstrates skills to: <ul style="list-style-type: none"> <li>• Communicate effectively with others when preparing articles for delivery</li> <li>• Read and interpret instructions, procedures, information and signs relevant to the preparation of articles for delivery</li> <li>• Interpret and follow operational instructions and prioritise work</li> <li>• Complete documentation related to the preparation of articles for delivery</li> <li>• Estimate the size, shape and special delivery requirements of mail articles</li> <li>• Work collaboratively with others when preparing articles for delivery</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</li> <li>• Promptly report and/or rectify any identified problems that may arise when preparing articles for delivery in accordance with regulatory requirements and workplace procedures</li> <li>• Apply precautions and required action to minimize, control or eliminate hazards that may exist during the preparation of articles for delivery</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> </ul>

	<ul style="list-style-type: none"> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Identify and correctly use equipment required to sort and store mail</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Warehouse Operation Level III	
Unit Title	Monitor Receivable/Dispatch Documentation
Unit Code	<a href="#">EIS WAO3 10 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to complete receival/dispatch documentation in accordance with regulatory and workplace requirements including analyzing orders to identify work requirements to fill order, following workplace order documentation processes, and finalizing documentation in accordance with workplace procedures and any relevant regulatory Requirements.

Element	Performance Criteria
1. Analyses of documentation requirements	<p>1.1 Workplace and product knowledge is used to organize Documentation and to <b>receive/dispatch goods</b>.</p> <p>1.2 Special service requiring shipments such as dangerous/hazardous goods or temperature controlled goods are identified and information on required documentation procedures and relevant regulatory requirements is identified, accessed and interpreted.</p>
2. Follow workplace order documentation processes	<p>2. 1 <b>Workplace</b> procedures for documentation manifests, airway bills &amp; attachments are identified.</p> <p>2. 2 Workplace documentation is completed in accordance with Workplace procedures, any relevant regulatory requirements &amp; applicable regulations/legislation.</p>
3. Finalize documentation	<p>3.1 Incoming cargo manifest are checked against incoming flight schedule &amp; discrepancy memo has to be raised if there is any <b>problem</b> or irregularities occurred using the available <b>communication means</b>.</p> <p>3.2 Workplace records are completed, and labels and appropriate documentation are attached in accordance with <b>workplace procedures</b> and any relevant regulatory requirements.</p> <p>3.3 Special transportation requirements are identified and conveyed to appropriate personnel.</p> <p>3.4 Where applicable, all required documentation requirements for dangerous goods and hazardous materials are completed in Accordance with the relevant regulations, codes and <b>information/documents</b>.</p>

Variable	Range
Received/dispatch ed goods may involve:	<ul style="list-style-type: none"> <li>special handling and storage requirements, including temperature controlled goods, dangerous goods, explosives and hazardous substances</li> </ul>

Workplaces may comprise:	<ul style="list-style-type: none"> <li>• large, medium or small worksites</li> <li>• limited or restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>
Problems that may occur when receiving/dispatching goods include:	<ul style="list-style-type: none"> <li>• damaged stock</li> <li>• damaged pallets or packaging</li> <li>• wrong Labeling , airway bill number</li> <li>• error in paperwork</li> <li>• poorly stacked stock</li> <li>• incorrect quantity</li> </ul>
Communication means in the work area may include:	<ul style="list-style-type: none"> <li>• phone</li> <li>• Electronic Data Interchange (EDI)</li> <li>• fax</li> <li>• email</li> <li>• internet</li> <li>• RF systems</li> <li>• oral, aural or signed communications</li> </ul>
Workplace procedures may include:	<ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organizational procedures</li> <li>• established procedures</li> </ul>
Information/documents may include:	<ul style="list-style-type: none"> <li>• goods identification numbers and codes</li> <li>• manifests, picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>• codes of practice and regulations relevant to the receiving of goods</li> <li>• international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• manufacturers specifications for equipment</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Personal protective equipment may include:	<ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> </ul>

	<ul style="list-style-type: none"> <li>• two-way radios</li> <li>• high visibility clothing</li> </ul>
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> <li>• relevant codes and regulations for the receiving of goods</li> <li>• international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>• International Dangerous Goods Codes</li> <li>• IATA Dangerous Goods by Air Regulations</li> </ul> </li> <li>• international explosives codes</li> <li>• license, patent or copyright arrangements</li> <li>• water and road use and license arrangements</li> <li>• export/import/quarantine/bond requirements</li> <li>• marine orders</li> <li>• relevant state/territory OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>

<b>Evidence Guide</b>	
Critical aspects of Competence	<p>Demonstrate knowledge and skills to:</p> <ul style="list-style-type: none"> <li>• Analyses of documentation requirements</li> <li>• Follow workplace order documentation processes</li> <li>• Finalize documentation</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• international codes and regulations relevant to the completion of receipt/dispatch documentation, including the ADG Code and relevant bond, quarantine or other legislative requirements</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the completion of receipt/dispatch documentation</li> <li>• Focus of operation of work systems, equipment, management and site operating systems for the receiving and dispatch of goods</li> <li>• Problems that may occur when completing receipt and dispatch documentation and appropriate action that can be taken to resolve the problems</li> <li>• Specifications and standards for the checking and inspection of received and dispatched goods</li> <li>• Documentation requirements for the receipt and dispatch of goods</li> <li>• Housekeeping standards procedures required in the workplace</li> <li>• Site layout and obstacles</li> </ul>



Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when completing receival and dispatch documentation</li> <li>• Read and interpret instructions, procedures and labels relevant to the completion of receival and dispatch documentation</li> <li>• Complete receival and dispatch documentation</li> <li>• Identify containers and goods coding, ADG and IMDG markings and where applicable emergency information panels</li> <li>• Work collaboratively with others when completing receival and dispatch documentation</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</li> <li>• Promptly report and/or rectify any identified problems when completing receival and dispatch documentation in accordance with regulatory requirements and workplace procedures</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Select and use relevant computer, communication and office equipment when completing receival and dispatch documentation</li> <li>• Estimate the size, shape and special requirements of goods and loads</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Warehouse Operation Level III	
Unit Title	Deliver and Monitor a Service to Customers
Unit Code	<a href="#">EIS WAO3 11 0913</a>
Unit Descriptor	This unit describes the performance outcomes, skills and knowledge required to identify customer needs and monitor service provided to customers.

Element	Performance Criteria
1. Identify customer needs	<p>1.1 <b>Appropriate interpersonal skills</b> are used to accurately identify and clarify <b>customer needs and expectations</b>.</p> <p>1.2 Customer needs are assessed for urgency to determine priorities for service delivery in accordance with <b>organizational requirements</b>.</p> <p>1.3 <b>Effective communication</b> is used to inform customers about available choices for meeting their needs and assist in the selection of preferred options.</p> <p>1.4 Limitations are identified in addressing customer needs and appropriate assistance is sought from <b>designated individuals</b>.</p>
2. Deliver a service to customers	<p>2. 1 Prompt service is provided to customers to meet identified needs in accordance with organizational requirements.</p> <p>2. 2 Appropriate rapport is established and maintained with customers to ensure completion of quality service delivery.</p> <p>2. 3 <b>Customer complaints</b> are sensitively and courteously handled in accordance with organizational requirements.</p> <p>2. 4 Assistance is provided or responded to customers with <b>specific needs</b> in accordance with organizational requirements.</p> <p>2. 5 Available <b>opportunities</b> are identified and used to promote and enhance services and products to customers.</p>
3. Monitor and report on service delivery	<p>3.1 Customer satisfaction is regularly reviewed with service delivery using <b>verifiable evidence</b> in accordance with organizational requirements.</p> <p>3.2 Opportunities are identified to enhance the quality of service and products, and pursue within organizational requirements.</p> <p>3.3 Procedural aspects of service delivery are monitored for effectiveness and suitability to customer requirements.</p>

	<p>3.4 Customer feedback is regularly sought and used to improve the provision of products and services.</p> <p>3.5 Evidence of customer satisfaction is incorporated in decisions to modify products or services, ensuring they are within organizational requirements.</p> <p>3.6 Reports are ensured to be clear, detailed and contain recommendations focused on critical aspects of service delivery.</p>
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Variable	Range
Appropriate interpersonal skills may include:	<ul style="list-style-type: none"> <li>• listening actively to what the customer is communicating</li> <li>• providing an opportunity for the customer to confirm their request</li> <li>• questioning to clarify and confirm customer needs</li> <li>• seeking feedback from the customer to confirm understanding of needs</li> <li>• summarizing and paraphrasing to check understanding of customer message</li> <li>• using appropriate body language</li> </ul>
Customers may include:	<ul style="list-style-type: none"> <li>• corporate customers</li> <li>• individual members of the organization</li> <li>• individual members of the public</li> <li>• internal or external</li> <li>• other agencies</li> </ul>
Customer needs and expectations may include:	<ul style="list-style-type: none"> <li>• accuracy of information</li> <li>• advice or general information</li> <li>• complaints</li> <li>• fairness/politeness</li> <li>• further information</li> <li>• making an appointment</li> <li>• prices/value</li> <li>• purchasing organization's products and services</li> <li>• returning organization's products and services</li> <li>• specific information</li> </ul>
Organizational requirements may include:	<ul style="list-style-type: none"> <li>• access and equity principles and practice</li> <li>• anti-discrimination and related policy</li> <li>• defined resource parameters</li> <li>• goals, objectives, plans, systems and processes</li> <li>• legal and organizational policies, guidelines and requirements</li> <li>• OHS policies, procedures and programs</li> <li>• payment and delivery options</li> <li>• pricing and discount policies</li> </ul>

	<ul style="list-style-type: none"> <li>• quality and continuous improvement processes and standards</li> <li>• quality assurance and/or procedures manuals</li> <li>• replacement and refund policy and procedures</li> <li>• who is responsible for products or services</li> </ul>
Effective communication may include:	<ul style="list-style-type: none"> <li>• giving customers full attention</li> <li>• maintaining eye contact, except where eye contact may be culturally inappropriate</li> <li>• speaking clearly and concisely</li> <li>• using active listening techniques</li> <li>• using appropriate language and tone of voice</li> <li>• using clear written information/communication</li> <li>• using non-verbal communication e.g. body language, personal presentation (for face-to-face interactions)</li> <li>• using open and/or closed questions</li> </ul>
Designated individuals may include:	<ul style="list-style-type: none"> <li>• colleagues</li> <li>• customers</li> <li>• line management</li> <li>• supervisor</li> </ul>
Customer complaints may include:	<ul style="list-style-type: none"> <li>• administrative errors such as incorrect invoices or prices</li> <li>• customer satisfaction with service quality</li> <li>• damaged goods or goods not delivered</li> <li>• delivery errors</li> <li>• product not delivered on time</li> <li>• service errors</li> <li>• warehouse or store room errors such as incorrect product delivered</li> </ul>
Specific needs of customers may relate to:	<ul style="list-style-type: none"> <li>• age</li> <li>• beliefs/values</li> <li>• culture</li> <li>• disability</li> <li>• gender</li> <li>• language</li> <li>• religious/spiritual observances</li> </ul>
Opportunities to promote and enhance services and products may include:	<ul style="list-style-type: none"> <li>• extending time lines</li> <li>• packaging procedures</li> <li>• procedures for delivery of goods</li> <li>• returns policy</li> <li>• system for recording complaints</li> <li>• updating customer service charter</li> </ul>
Verifiable evidence	<ul style="list-style-type: none"> <li>• Customer satisfaction questionnaires</li> <li>• audit documentation and reports</li> <li>• quality assurance data</li> <li>• returned goods</li> </ul>

	<ul style="list-style-type: none"> <li>• lapsed customers</li> <li>• service calls and complaints</li> </ul>
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<b>Evidence Guide</b>	
Critical aspects of Competence	Demonstrate knowledge and skill to: <ul style="list-style-type: none"> <li>• Identify customer needs</li> <li>• Deliver a service to customers</li> <li>• Monitor and report on service delivery</li> </ul>
Underpinning Knowledge and Attitudes	Key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as: <ul style="list-style-type: none"> <li>• anti-discrimination legislation</li> <li>• ethical principles</li> <li>• codes of practice</li> <li>• privacy laws</li> <li>• financial legislation</li> <li>• Occupational Health and Safety (OHS)</li> <li>• organizational policy and procedures for customer service including handling customer complaints</li> <li>• service standards and best practice models</li> <li>• public relations and product promotion</li> <li>• Techniques for dealing with customers, including customers with specific needs.</li> </ul>
Underpinning Skills	Demonstrates skills to: <ul style="list-style-type: none"> <li>• literacy skills to read and understand a variety of texts; to prepare general information and papers according to target audience; and to edit and proofread texts to ensure clarity of meaning and accuracy of grammar and punctuation</li> <li>• technology skills to select and use technology appropriate to a task</li> <li>• communication skills to monitor and advise on customer service strategies</li> <li>• problem-solving skills to deal with customer enquiries or complaints</li> <li>• Analytical skills to identify trends and positions of products and services.</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Warehouse Operation Level III	
Unit Title	Coordinate Stock Takes
Unit Code	<a href="#">EIS WAO3 12 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to coordinate stock takes in accordance with workplace requirements including planning stock takes, coordinating stock take activities and identifying stock discrepancies accordance with workplace procedures and relevant regulatory requirements.

Elements	Performance Criteria
1 Plan stock take	<p>1.1 Goods to be counted and appropriate inventory systems are identified.</p> <p>1.2 Required resources including equipment, record keeping systems and personnel are identified.</p> <p>1.3 Members of the team are instructed and assisted.</p> <p>1.4 Team members are allocated to particular tasks and zones and given clear directions for <b>work</b> requirements.</p> <p>1.5 Sequence and operations of the stock take are planned in a time effective manner.</p>
2 Coordinate stock take	<p>2.1 Stocktaking and cyclical counts are coordinated in accordance with workplace 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 Possible reasons for discrepancies are identified.</p> <p>3.3 Products stored in inappropriate storage locations are relocated and stock records are adjusted in accordance with <b>workplace</b> procedures.</p>

Variable	Range
Work	<p>may be conducted:</p> <ul style="list-style-type: none"> <li>• in a range of work environments</li> <li>• by day or night</li> <li>• restricted spaces</li> <li>• exposed conditions and controlled or open environments</li> </ul>
Workplaces	<p>may comprise:</p> <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>

Customers	<p>may be:</p> <ul style="list-style-type: none"> <li>• internal or external</li> </ul>
Equipment used in stocktaking	<p>may include:</p> <ul style="list-style-type: none"> <li>• calculators</li> <li>• scanners</li> <li>• hand-held computers</li> </ul>
Categories or groups of products/stock	<p>may include:</p> <ul style="list-style-type: none"> <li>• small parts</li> <li>• perishable goods</li> <li>• overseas export</li> <li>• dangerous goods</li> <li>• refrigerated products</li> <li>• temperature controlled stock</li> <li>• fragile goods</li> </ul>
The characteristics of products/stock	<p>may include:</p> <ul style="list-style-type: none"> <li>• small parts</li> <li>• toxicity</li> <li>• flammability</li> <li>• form</li> <li>• weight</li> <li>• size</li> <li>• state</li> <li>• perishability</li> <li>• fragility</li> <li>• security risk</li> </ul>
Labelling systems	<p>may include:</p> <ul style="list-style-type: none"> <li>• batch code</li> <li>• bar code</li> <li>• identification numbering systems</li> <li>• serial numbers</li> <li>• symbols for safe handling</li> <li>• EDG and HAZCHEM Codes</li> </ul>
Hazards in the work area	<p>may include:</p> <ul style="list-style-type: none"> <li>• chemicals</li> <li>• dangerous or hazardous substances</li> <li>• movements of equipment, goods and materials</li> <li>• oil or water on floor</li> <li>• a fire or explosion</li> <li>• damaged packaging or pallets</li> <li>• debris on floor</li> <li>• faulty racking</li> <li>• poorly stacked pallets</li> <li>• faulty equipment</li> </ul>

Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> <li>• phone</li> <li>• Electronic Data Interchange (EDI)</li> <li>• fax</li> <li>• email</li> <li>• internet</li> <li>• RF systems</li> <li>• oral, aural or signed communications</li> </ul>
Depending on the type of organization concerned and the local terminology used, workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organizational procedures</li> <li>• established procedures</li> </ul>
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• high visibility clothing</li> </ul>
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> <li>• other employees and supervisors</li> <li>• suppliers, customers and clients</li> <li>• relevant authorities and institutions</li> <li>• management and union representatives</li> <li>• industrial relations and OHS specialists</li> <li>• other maintenance, professional or technical staff</li> </ul>
Information/documents may involve:	<p>may involve:</p> <ul style="list-style-type: none"> <li>• goods identification numbers and codes</li> <li>• manifests, picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>• codes of practice and regulations relevant to the identification, handling and stacking of goods</li> <li>• Ethiopian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• manufacturers specifications for equipment</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> </ul>



	<ul style="list-style-type: none"> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant codes and regulations for the packaging of goods</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>➢ Ethiopian and International Dangerous Goods Codes</li> <li>➢ Ethiopian and International Explosives Codes</li> </ul> </li> <li>• license, patent or copyright arrangements</li> <li>• water and road use and license arrangements</li> <li>• export/import/quarantine/bond requirements</li> <li>• relevant federal and/or regional states OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>

<b>Evidence Guide</b>	
Critical aspects of Competence	<p>Demonstrate knowledge and skill to:</p> <ul style="list-style-type: none"> <li>• Plan stock take</li> <li>• Coordinate stock take</li> <li>• Identify stock discrepancies</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Ethiopian codes and regulations relevant to the coordination of stock takes</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the coordination of stock takes</li> <li>• Focus of operation of work systems, equipment, management and site operating systems for the conduct of stock takes</li> <li>• Workplace processes for records management and the production of stock take reports</li> <li>• Principles and functions of stock takes</li> <li>• Problems that may occur when coordinating a stock take and appropriate action that can be taken</li> <li>• Computer records and documentation requirements for the coordination of stock takes</li> <li>• Housekeeping standards procedures required in the workplace</li> <li>• Site layout</li> </ul>

Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when coordinating stock takes</li> <li>• Read and comprehend simple statements in English</li> <li>• Read and interpret instructions, procedures and labels relevant to the coordination of stock takes</li> <li>• Complete documentation related to the coordination of stock takes</li> <li>• Work collaboratively with others when coordinating stock takes</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</li> <li>• Promptly report and/or rectify any identified problems that may occur when coordinating stock takes in accordance with regulatory requirements and workplace procedures</li> <li>• Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Operate and adapt to differences in stock and equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> <li>• Select and use relevant communications, computing and office equipment when coordinating stock takes</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Warehouse Operation Level III	
Unit Title	Coordinate Stock Inventory
Unit Code	<a href="#">EIS WAO3 13 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to coordinate Warehouse inventory in accordance with workplace requirements including planning inventory, coordinating inventory activities, identifying stock discrepancies, and adjusting documentation in accordance with workplace procedures and relevant regulatory requirements..

Element	Performance Criteria
1. Plan warehouse inventory	<ol style="list-style-type: none"> <li>1 Goods to be counted and appropriate <b>inventory systems</b> are identified.</li> <li>2 Required resources including <b>equipment</b>, record keeping systems and personnel are identified.</li> <li>3 Members of the team are instructed and assisted.</li> <li>4 Team members are allocated to particular tasks and zones and given clear directions for work requirements.</li> <li>5 Sequence and operations of the warehouse inventory are planned in a time effective manner.</li> </ol>
2. Coordinate warehouse	<ol style="list-style-type: none"> <li>2. 1 Stocktaking and cyclical counts are coordinated in accordance with <b>workplace</b> policies and procedures.</li> <li>2. 2 Inventory data is interpreted.</li> <li>2. 3 Inventory data is confirmed to match stock.</li> <li>2. 4 Stock levels are accurately counted and documented.</li> </ol>
3. Identify stock discrepancies	<ol style="list-style-type: none"> <li>3.1 Discrepancies in type, <b>categories or groups of products/stock</b>, number and quality of shipments are accurately recorded and documented.</li> <li>3.2 Possible reasons for discrepancies are identified.</li> <li>3.3 Products stored in inappropriate storage locations are relocated and stock records are adjusted in accordance with <b>workplace procedures</b>.</li> </ol>
4. Adjust documentation	<ol style="list-style-type: none"> <li>4.1 Inventory data is reconciled to match warehouse stock in accordance with <b>applicable regulations/legislation</b>, workplace practices, policies and procedures.</li> <li>4.2 Information is reconciled with audit requirements.</li> <li>4.3 Workplace documentation is completed.</li> </ol>

<b>Variable</b>	<b>Range</b>
Inventory systems may be:	<ul style="list-style-type: none"> <li>• automated</li> <li>• manual</li> <li>• paper-based</li> <li>• computerized</li> <li>• microfiche</li> </ul>
Equipment used in stocktaking may include:	<ul style="list-style-type: none"> <li>• calculators</li> <li>• scanners</li> <li>• hand-held computers</li> </ul>
Workplaces may comprise:	<ul style="list-style-type: none"> <li>• large, medium or small worksites</li> <li>• restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>
Categories or groups of products/stock may include:	<ul style="list-style-type: none"> <li>• small parts</li> <li>• perishable goods</li> <li>• oversized shipments</li> <li>• dangerous goods</li> <li>• refrigerated products</li> <li>• temperature controlled stock</li> <li>• fragile goods</li> </ul>
Workplace procedures may include:	<ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organizational procedures</li> <li>• established procedures</li> </ul>
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> <li>• relevant codes and regulations for the packaging of goods</li> <li>• international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>• International Dangerous Goods Codes</li> <li>• international Explosives Codes</li> <li>• license, patent or copyright arrangements</li> <li>• water and road use and license arrangements</li> <li>• export/import/quarantine/bond requirements</li> <li>• relevant state/territory OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul> </li> </ul>
Work may be conducted:	<ul style="list-style-type: none"> <li>• in a range of work environments</li> <li>• by day or night</li> </ul>
Customers may be:	<ul style="list-style-type: none"> <li>• internal or external</li> </ul>
The characteristics of products/stock may include:	<ul style="list-style-type: none"> <li>• small parts</li> <li>• toxicity</li> <li>• flammability</li> </ul>

	<ul style="list-style-type: none"> <li>• form</li> <li>• weight</li> <li>• size</li> <li>• state</li> <li>• perish ability</li> <li>• fragility</li> <li>• security risk</li> </ul>
Labelling systems may include:	<ul style="list-style-type: none"> <li>• batch code</li> <li>• bar code</li> <li>• identification numbering systems</li> <li>• serial numbers</li> <li>• symbols for safe handling</li> <li>• HAZCHEM Codes</li> </ul>
Hazards in the work area may include:	<ul style="list-style-type: none"> <li>• Chemicals</li> <li>• dangerous or hazardous substances</li> <li>• movements of equipment, goods and materials</li> <li>• oil or water on floor</li> <li>• a fire or explosion</li> <li>• damaged packaging or pallets</li> <li>• debris on floor</li> <li>• faulty racking</li> <li>• poorly stacked pallets</li> <li>• faulty equipment</li> </ul>
Personal protective equipment may include:	<ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• high visibility clothing</li> </ul>
Information/documents may include:	<ul style="list-style-type: none"> <li>• goods identification numbers and codes</li> <li>• manifests, picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>• codes of practice and regulations relevant to the identification, handling and stacking of goods</li> <li>• international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• manufacturers specifications for equipment</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> </ul>

	<ul style="list-style-type: none"> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
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<b>Evidence Guide</b>	
Critical aspects of Competence	Demonstrate knowledge and skills to: <ul style="list-style-type: none"> <li>• Plan warehouse inventory</li> <li>• Coordinate warehouse</li> <li>• Identify stock discrepancies</li> <li>• Adjust documentation</li> </ul>
Underpinning Knowledge and Attitudes	Demonstrate knowledge of: <ul style="list-style-type: none"> <li>• applicable codes and regulations relevant to the coordination of stock takes</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the coordination of stock takes</li> <li>• Focus of operation of work systems, equipment, management and site operating systems for the conduct of stock takes</li> <li>• Workplace processes for records management and the production of stock take reports</li> <li>• Principles and functions of stock takes</li> <li>• Problems that may occur when coordinating a stocktaking and appropriate action that can be taken</li> <li>• Computer records and documentation requirements for the coordination of stock takes</li> <li>• Housekeeping standards procedures required in the workplace</li> <li>• Site layout</li> </ul>
Underpinning Skills	Demonstrates skills to: <ul style="list-style-type: none"> <li>• Communicate effectively with others when coordinating stock takes</li> <li>• Read and comprehend simple statements in English</li> <li>• Read and interpret instructions, procedures and labels relevant to the coordination of stock takes</li> <li>• Complete documentation related to the coordination of stock takes</li> <li>• Work collaboratively with others when coordinating stock takes</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</li> </ul>

	<ul style="list-style-type: none"> <li>• Promptly report and/or rectify any identified problems that may occur when coordinating stock takes in accordance with regulatory requirements and workplace procedures</li> <li>• Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Operate and adapt to differences in stock and equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> <li>• Select and use relevant communications, computing and office equipment when coordinating stock takes</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Warehouse Operation Level III	
Unit Title	Use Inventory Systems to Organize Stock Control
Unit Code	<a href="#">EIS WAO3 14 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to use inventory systems to organize stock control in accordance with workplace requirements including identifying inventory and stock control systems in use in the workplace, using re-order procedures to maintain stock levels, organizing cyclical stock counts, and reporting discrepancies or variances.

Elements	Performance Criteria
1 Identify inventory and stock control systems in use in the workplace	<p>1.1 <b>Workplace</b> inventory and stock control equipment, software and <b>systems</b> are identified.</p> <p>1.2 Reasons for common database approach to inventory records and documentation in the warehouse are explained.</p> <p>1.3 Procedures for identification and reporting of discrepancies or variances are identified.</p>
2 Use re-order procedures to maintain stock levels	<p>2.1 <b>Stock</b> level maintenance checking is conducted.</p> <p>2.2 Stock is re-ordered to meet stock level maintenance requirements in accordance with workplace policies and procedures.</p> <p>2.3 Data is accurately entered and extracted from the inventory/records system using appropriate workplace procedures.</p>
3 Organize cyclical stock counts and report discrepancies or variances	<p>3.1 Process for cyclical stock count is planned and work allocated to team members.</p> <p>3.2 Clear directions on tasks to be performed are given.</p> <p>3.3 Stock take activities are conducted in accordance with workplace procedures.</p> <p>3.4 Types and causes of records discrepancies are identified.</p> <p>3.5 Procedures for noting and correcting minor discrepancies are used.</p> <p>3.6 Major discrepancies are reported in accordance with workplace procedures.</p> <p>3.7 Workplace <b>documentation</b> is completed.</p>
4 Produce reports on record keeping and inventory functions	<p>4.1 Types of reports to be produced from inventory records systems are identified.</p> <p>4.2 Reports are produced in accordance with workplace procedures and relevant regulatory requirements.</p>



<b>Variable</b>	<b>Range</b>
Workplaces	may comprise: <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>
Inventory systems	may be: <ul style="list-style-type: none"> <li>• automated</li> <li>• manual</li> <li>• paper-based</li> <li>• computerized</li> <li>• microfiche</li> </ul>
Categories or groups of products/stock	may include: <ul style="list-style-type: none"> <li>• small parts</li> <li>• perishable goods</li> <li>• overseas export</li> <li>• dangerous goods</li> <li>• refrigerated products</li> <li>• temperature controlled stock</li> <li>• fragile goods</li> </ul>
Information/documents	may include: <ul style="list-style-type: none"> <li>• goods identification numbers and codes</li> <li>• manifests, picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>• codes of practice and regulations relevant to the identification, handling and stacking of goods</li> <li>• Ethiopian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• manufacturers specifications for equipment</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Work	may be conducted: <ul style="list-style-type: none"> <li>• in a range of work environments</li> <li>• by day or night</li> <li>• limited or restricted spaces</li> </ul>

	<ul style="list-style-type: none"> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>
Customers	<p>may be:</p> <ul style="list-style-type: none"> <li>• internal or external</li> </ul>
Goods	<p>may involve:</p> <ul style="list-style-type: none"> <li>• special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods</li> </ul>
The characteristics of products/stock	<p>may include:</p> <ul style="list-style-type: none"> <li>• small parts</li> <li>• toxicity</li> <li>• flammability</li> <li>• form</li> <li>• weight</li> <li>• size</li> <li>• state</li> <li>• perishability</li> <li>• fragility</li> <li>• security risk</li> </ul>
Labelling systems	<p>may include:</p> <ul style="list-style-type: none"> <li>• batch code</li> <li>• bar code</li> <li>• identification numbering systems</li> <li>• serial numbers</li> <li>• symbols for safe handling</li> <li>• EDG and HAZCHEM Codes</li> </ul>
Hazards in the work area	<p>may include:</p> <ul style="list-style-type: none"> <li>• chemicals</li> <li>• dangerous or hazardous substances</li> <li>• movements of equipment, goods and materials</li> <li>• oil or water on floor</li> <li>• a fire or explosion</li> <li>• damaged packaging or pallets</li> <li>• debris on floor</li> <li>• faulty racking</li> <li>• poorly stacked pallets</li> <li>• faulty equipment</li> </ul>
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> <li>• phone</li> <li>• Electronic Data Interchange (EDI)</li> <li>• fax</li> <li>• email</li> <li>• internet</li> </ul>

	<ul style="list-style-type: none"> <li>• RF systems</li> <li>• oral, aural or signed communications</li> </ul>
Depending on the type of organization concerned and the local terminology used, workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organizational procedures</li> <li>• established procedures</li> </ul>
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• high visibility clothing</li> </ul>
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> <li>• other employees and supervisors</li> <li>• suppliers, customers and clients</li> <li>• relevant authorities and institutions</li> <li>• management and union representatives</li> <li>• industrial relations and OHS specialists</li> <li>• other maintenance, professional or technical staff</li> </ul>
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant codes and regulations for the packaging of goods</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>➢ Ethiopian and international dangerous goods codes</li> <li>➢ Ethiopian and international explosives codes</li> </ul> </li> <li>• license, patent or copyright arrangements</li> <li>• water and road use and license arrangements</li> <li>• export/import/quarantine/bond requirements</li> <li>• relevant federal and/or regional states OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>

<b>Evidence Guide</b>	
Critical aspects of Competence	<p>include how to:</p> <ul style="list-style-type: none"> <li>• Identify inventory and stock control systems in use in the workplace</li> <li>• Use re-order procedures to maintain stock levels</li> <li>• Organize cyclical stock counts and report discrepancies or variances</li> </ul>

	<ul style="list-style-type: none"> <li>• Produce reports on record keeping and inventory functions</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Ethiopian codes and regulations relevant to the organization of stock control</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the use of inventory systems to Organize stock control</li> <li>• Focus of operation of inventory systems, equipment, management and site operating systems for the control of stock</li> <li>• Principles of operation and functions of inventory systems</li> <li>• Applications of different types of inventory systems and stock management approaches</li> <li>• Workplace processes for records management and the production of inventory reports</li> <li>• Principles of operation and functions of inventory systems</li> <li>• Computer records and documentation requirements for stock control, including forms, checklists and inventory reports</li> <li>• Housekeeping standards procedures required in the workplace</li> <li>• Site layout and obstacles</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when using inventory systems to Organize stock control</li> <li>• Read and comprehend simple statements in English</li> <li>• Read and interpret instructions, procedures and labels relevant to the use of inventory systems for the organization of stock control</li> <li>• Complete documentation related to the use of inventory systems to Organize stock control</li> <li>• Work collaboratively with others when using inventory systems to Organize stock control</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</li> <li>• Promptly report and/or rectify any identified problems when using inventory systems to Organize stock control in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unplanned events</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> <li>• Select and use relevant communications, computing and office equipment when using inventory systems to Organize stock control</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Warehouse Operation Level III	
Unit Title	Control and Order Stock
Unit Code	<a href="#">EIS WAO3 15 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to control and order stock for a workplace store in an enterprise/organization in a transport, distribution, production, hospitality, retail or other relevant industry sector. It specifically covers maintaining stock levels and records, organizing and administering stock takes, identifying stock losses, processing stock orders, and following up orders.

Elements	Performance Criteria
1 Maintain stock levels and records	<p>1.1 <b>Stock</b> levels are monitored and maintained at levels prescribed by workplace specifications.</p> <p>1.2 Stock security systems are monitored and adjusted as required.</p> <p>1.3 Stock re-order cycles are maintained, monitored and adjusted as required.</p> <p>1.4 Colleagues are informed of their individual responsibilities in regard to recording of stock.</p> <p>1.5 Stock storage and movement records are maintained in accordance with workplace procedures.</p> <p>1.6 Stock performance is monitored and fast/slow moving items are identified and reported in accordance with workplace procedures.</p>
2 Organize and administer stock takes	<p>2.1 Stock takes are organized at the appropriate time and responsibilities allocated to staff.</p> <p>2.2 Accurate reports on stock take data are produced within designated timelines.</p>
3 Identify stock losses	<p>3.1 Losses are accurately identified, recorded and assessed against potential loss as forecast on a regular basis.</p> <p>3.2 Identified losses are reported in accordance with workplace procedures.</p> <p>3.3 Avoidable losses are identified and reasons are established, and appropriate solutions are recommended and implemented to prevent future avoidable losses.</p>
4 Process stock orders	<p>4.1 Orders for stock are accurately processed in accordance with workplace procedures.</p> <p>4.2 Stock ordering and recording systems are accurately maintained.</p>

	<p>4.3 Purchase and supply agreements are correctly used and appropriate details recorded.</p> <p>4.4 Negotiated purchase and supply agreements are recorded accurately and filed for retrieval.</p>
5 Follow up orders	<p>5.1 Delivery process is monitored to meet agreed deadlines.</p> <p>5.2 Appropriate liaison is undertaken with colleagues and suppliers to ensure continuity of supply.</p> <p>5.3 Routine supply problems are followed up or referred to the appropriate person in accordance with workplace policy.</p> <p>5.4 Stock is distributed in accordance with agreed allocations.</p>
6 Complete documentation	<p>6.1 All required <b>records and documentation</b> are completed in accordance with workplace procedures.</p>

Variable	Range
Stock	<p>may include but is not limited to:</p> <ul style="list-style-type: none"> <li>• production materials</li> <li>• packaging materials</li> <li>• equipment and tools</li> <li>• office and stationery supplies</li> <li>• forms, brochures and documents</li> <li>• vouchers and tickets</li> <li>• merchandise for sale</li> <li>• linen</li> <li>• food and beverage supplies</li> </ul>
Documentation/records	<p>may include:</p> <ul style="list-style-type: none"> <li>• workplace protocols and procedures</li> <li>• workplace specifications for the stock concerned</li> <li>• relevant regulations</li> <li>• supplier instructions</li> <li>• operations manuals</li> <li>• Documentation including order forms, standard letters, etc.</li> <li>• induction documentation</li> <li>• delivery options</li> <li>• relevant Ethiopian and international standards, criteria and certification requirements</li> <li>• communications technology equipment, oral, aural or signed communications</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> <li>• relevant competency standards and training materials</li> </ul>

This unit	<p>may apply to:</p> <ul style="list-style-type: none"> <li>any workplace store in an enterprise/organization in a transport, distribution, production, hospitality, retail or other relevant industry sector (excluding work areas and organizations involving major and/or dedicated warehousing)</li> </ul>
Suppliers	<p>may be:</p> <ul style="list-style-type: none"> <li>internal or external</li> </ul>
Requirements for work	<p>may include:</p> <ul style="list-style-type: none"> <li>workplace protocols and procedures</li> <li>communications equipment</li> <li>workplace operations manuals</li> <li>relevant regulations, authorities and permits</li> <li>hours of operation</li> <li>relevant record keeping requirements</li> <li>workplace quality and customer service standards</li> </ul>
Stock control and record systems	<p>may be:</p> <ul style="list-style-type: none"> <li>manual</li> <li>computerized</li> </ul>
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> <li>suppliers, representatives and drivers</li> <li>relevant authorities</li> <li>other employees and supervisors</li> <li>management</li> <li>other professional or technical staff</li> </ul>
Communications systems	<p>may involve:</p> <ul style="list-style-type: none"> <li>telephone</li> <li>fax</li> <li>email</li> <li>electronic data transfer of information</li> <li>mail</li> </ul>
Depending on the type of organization concerned and the local terminology used, workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>company procedures</li> <li>enterprise procedures</li> <li>organizational procedures</li> <li>established procedures</li> </ul>
Personal protective equipment	<p>may include but is not limited to:</p> <ul style="list-style-type: none"> <li>gloves</li> <li>safety headwear and footwear</li> <li>safety glasses</li> <li>two-way radios</li> <li>high visibility clothing</li> </ul>



<p>Applicable procedures and codes may include:</p>	<ul style="list-style-type: none"> <li>• relevant regulations and codes of practice for receipt and storage of stock concerned</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>➢ Ethiopian and International Dangerous Goods Codes</li> <li>➢ Ethiopian and International Explosives Codes</li> </ul> </li> <li>• Ethiopian and international standards and certification requirements</li> <li>• relevant federal and/or regional states OHS legislation</li> <li>• relevant federal and/or regional states environmental protection legislation</li> </ul>
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<b>Evidence Guide</b>	
<p>Critical aspects of Competence</p>	<p>The evidence required to demonstrate competency in this unit must be relevant to:</p> <ul style="list-style-type: none"> <li>• Maintain stock levels and records</li> <li>• Organize and administer stock takes</li> <li>• Identify stock losses</li> <li>• Process stock orders</li> <li>• Follow up orders</li> <li>• Complete documentation</li> </ul>
<p>Underpinning Knowledge and Attitudes</p>	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant codes of practice and legislative requirements (for example dangerous goods regulations, health and hygiene regulations, etc.)</li> <li>• Relevant OHS and environmental procedures and regulations</li> <li>• Principles of stock control</li> <li>• Procedures for the ordering of stock</li> <li>• Stock control documentation and systems used in workplace stores</li> <li>• Interpretation of workplace specifications and orders for supplies</li> <li>• Stock security systems</li> <li>• Protocols and procedures for liaising with supplier representatives, drivers and colleagues using appropriate technology</li> <li>• Systems for the completion of relevant records and documentation</li> <li>• Problems that may occur when controlling and ordering stock and appropriate action that can be taken to resolve the problems</li> <li>• Contacts and sources of information and documentation needed when controlling and ordering stock</li> </ul>

	<ul style="list-style-type: none"> <li>• Site layout</li> <li>• The purpose and procedures for the use of relevant personal protective equipment</li> <li>• Customer service policies and procedures</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when controlling and ordering stock</li> <li>• Read and interpret instructions, procedures and labels relevant to the controlling and ordering of stock</li> <li>• Complete documentation related to the controlling and ordering of stock</li> <li>• Work collaboratively with others when controlling and ordering stock</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</li> <li>• Promptly report and/or rectify any identified problems that may occur when controlling and ordering stock in accordance with regulatory requirements and workplace procedures</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Adapt to differences in stock and systems in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> <li>• Select and use relevant communication and computing equipment when controlling and ordering stock</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Warehouse Operation Level III	
Unit Title	Monitor Storage Facilities
Unit Code	<a href="#">EIS WAO3 16 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to monitor storage facilities in accordance with workplace requirements including determining site functions and operations; monitoring storage operations in accordance with workplace procedures; and taking appropriate action in response to identified discrepancies, changes to storage requirements, or breaches in operational procedures.

Elements	Performance Criteria
1 Determine site functions and operations	<p>1.1 Layout of storage facilities, <b>work</b> flow and activities undertaken in each zone are identified.</p> <p>1.2 Type of storage facilities, their purpose and (any) associated risk factors are identified.</p> <p>1.3 Inventory lists are accessed through record management system.</p> <p>1.4 Storage separations and co-storage applications are identified.</p>
2 Monitor storage operations	<p>2.1 Inventory data is confirmed to match goods/freight and applicable storage <b>requirements</b>.</p> <p>2.2 Storage areas are supervised to ensure movement of personnel and goods/freight in accordance with <b>workplace</b> procedures.</p> <p>2.3 Storage facilities are checked to ensure appropriate operational capacity.</p> <p>2.4 Integrity of <b>goods/materials</b> is monitored to ensure appropriate quality is maintained.</p> <p>2.5 Discrepancies/changes to <b>storage</b> requirements and/or <b>inventory lists</b> are noted and action undertaken in accordance with workplace procedures.</p> <p>2.6 Appropriate action(s) are initiated in response to breaches of operational procedures or to an emergency/incident.</p> <p>2.7 Operational actions and investigative outcomes are documented in accordance with workplace procedures.</p>

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

	<ul style="list-style-type: none"> <li>• controlled or open environments</li> <li>• environments involving the movement of equipment, goods, materials and/or vehicular traffic</li> </ul>
Requirements may include:	<ul style="list-style-type: none"> <li>• restricted spaces</li> <li>• site restrictions and procedures</li> <li>• use of safety and personal protective equipment</li> <li>• communications equipment</li> <li>• specialized lifting and/or handling equipment</li> <li>• incident/accident breakdown procedures</li> <li>• additional gear and equipment</li> <li>• noise restrictions</li> <li>• hours of operations</li> <li>• authorities and permits</li> </ul>
Workplaces may comprise:	<ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>
Goods/materials may involve:	<ul style="list-style-type: none"> <li>• special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods</li> </ul>
Storage types may include but are not limited to:	<ul style="list-style-type: none"> <li>• bin/binning systems</li> <li>• rack refrigeration/freezers/cold rooms</li> <li>• marked floor space</li> <li>• containers</li> <li>• racks and racking systems</li> <li>• block/stacks</li> <li>• pallets</li> </ul>
Inventory lists may be:	<ul style="list-style-type: none"> <li>• automated</li> <li>• manual</li> <li>• paper-based</li> <li>• computerized</li> <li>• microfiche</li> </ul>
Customers may be:	<ul style="list-style-type: none"> <li>• internal or external</li> </ul>
Modes of transfer may be:	<ul style="list-style-type: none"> <li>• manual or motorized</li> </ul>
Categories or groups of products/stock may include:	<ul style="list-style-type: none"> <li>• small parts</li> <li>• perishable goods</li> <li>• overseas export</li> <li>• dangerous goods</li> <li>• refrigerated products</li> <li>• temperature controlled stock and fragile goods</li> </ul>
The characteristics of products/stock may include:	<ul style="list-style-type: none"> <li>• small parts</li> <li>• toxicity</li> <li>• flammability</li> </ul>

	<ul style="list-style-type: none"> <li>• form</li> <li>• weight</li> <li>• size</li> <li>• state</li> <li>• perishability</li> <li>• fragility</li> <li>• security risk</li> </ul>
Labelling systems may include but are not limited to:	<ul style="list-style-type: none"> <li>• batch code</li> <li>• bar code</li> <li>• identification numbering systems</li> <li>• serial numbers</li> <li>• symbols for safe handling</li> <li>• ADG and HAZCHEM Codes</li> </ul>
Hazards in the work area may include:	<ul style="list-style-type: none"> <li>• hazardous or dangerous materials</li> <li>• contamination of, or from, materials being handled</li> <li>• noise, light, energy sources</li> <li>• stationary and moving machinery, parts or components</li> <li>• service lines</li> <li>• skills, leakages, ruptures</li> <li>• dust/vapours</li> <li>• oil or water on floor</li> <li>• a fire or explosion</li> <li>• damaged packaging or pallets</li> <li>• debris on floor</li> <li>• faulty racking</li> <li>• poorly stacked pallets</li> <li>• faulty equipment</li> </ul>
Communication in the work area may include:	<ul style="list-style-type: none"> <li>• phone</li> <li>• Electronic Data Interchange (EDI)</li> <li>• fax</li> <li>• email</li> <li>• internet</li> <li>• RF systems</li> <li>• oral, aural or signed communications</li> </ul>
Depending on the type of organization concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organizational procedures</li> <li>• established procedures</li> </ul>

Personal protective equipment may include:	<ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios and high visibility clothing</li> </ul>
Consultative processes may involve:	<ul style="list-style-type: none"> <li>• other employees and supervisors</li> <li>• suppliers, customers and clients</li> <li>• relevant authorities and institutions</li> <li>• management and union representatives</li> <li>• industrial relations and OHS specialists</li> <li>• other maintenance, professional or technical staff</li> </ul>
Information/documents may include:	<ul style="list-style-type: none"> <li>• goods identification numbers and codes</li> <li>• manifests, picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>• codes of practice and regulations relevant to workplace operations</li> <li>• Ethiopian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• manufacturers specifications for equipment</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> <li>• codes and regulations relevant to the monitoring of storage facilities</li> <li>• Ethiopian and international regulations and codes of practice for the storage of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>➤ Ethiopian Dangerous Goods Code</li> <li>➤ Ethiopian Explosives Code</li> </ul> </li> <li>• license , patent or copyright arrangements</li> <li>• water and road use and license arrangements</li> <li>• export/import/quarantine/bond requirements</li> <li>• marine orders</li> <li>• relevant state/territory OHS and environmental protection legislation</li> <li>• workplace relations and workers compensation regulations</li> </ul>

<b>Evidence Guide</b>			
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"> <li>• Determine site functions and operations</li> <li>• Monitor storage operations</li> </ul>		
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Ethiopian codes and regulations, permit and license requirements relevant to the workplace activities</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies relevant to the monitoring of storage facilities</li> <li>• Focus of operation of work systems, equipment, management and site operating systems</li> <li>• Information on various categories or groups of products including their key characteristics and hazards and the special handling, stacking and storage requirements for each</li> <li>• Types of storage areas and related equipment appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods</li> <li>• Equipment applications, capacities, configurations, safety hazards and control mechanisms</li> <li>• Requirements for workplace documentation reports and records</li> <li>• Problems that may occur when monitoring storage facilities and appropriate action that can be taken</li> <li>• Site layout</li> <li>• Housekeeping standards and procedures required in the workplace</li> </ul>		
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when monitoring storage facilities</li> <li>• Read and interpret instructions, procedures, information and signs relevant to the monitoring of storage facilities</li> <li>• Complete documentation related to the monitoring of storage facilities</li> <li>• Work collaboratively with others when monitoring storage facilities</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</li> <li>• Promptly report and/or rectify any identified problems, faults or malfunctions when monitoring storage facilities in accordance with regulatory requirements and workplace procedures</li> </ul>		
Page 78 of 120	Ministry of Education Copyright	Warehouse Operation Ethiopian Occupational Standard	Version 2 September 2013

	<ul style="list-style-type: none"> <li>• Implement contingency plans for unplanned events related to the monitoring of storage facilities</li> <li>• Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Use information on products and stock to determine, plan and organize processes used for the monitoring of storage facilities</li> <li>• Select and use relevant communications, computing and office equipment when monitoring storage facilities</li> <li>• Monitor performance of equipment</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competency may be assessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting.



Occupational Standard: Warehouse Operation Level III	
Unit Title	Control Procedures for Transferring Explosives and Dangerous Goods
Unit Code	<a href="#">EIS WAO3 17 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to conduct safety and hazard control procedures for transferring dangerous goods including clarifying movements of explosives, hazardous or high risk goods; implementing safety and hazard control procedures for loading, unloading or goods movement activities; and reviewing and completing goods transfer operations.

Elements	Performance Criteria
1 Clarify movements of explosives and dangerous, hazardous or high risk goods	<p>1.1 Schedule details, nature of risk, special precautions and procedures are clarified with line managers or supervisory staff.</p> <p>1.2 Information is collected/checked against workplace procedures and relevant regulatory framework.</p> <p>1.3 Activities requiring special approvals or workplace procedure changes are identified and approvals obtained.</p> <p>1.4 Safety and hazard control procedures are communicated to relevant parties.</p>
2 Implement safety and hazard control procedures for loading, unloading or goods movement activities	<p>2.1 Transfer <b>operations</b> are conducted in accordance with workplace procedures and relevant legislation.</p> <p>2.2 Advice is provided to relevant emergency response groups (internal and/or external) or other affected personnel or contractors.</p> <p>2.3 Procedures to control movement of equipment and personnel within the goods movement area affected by the risks are implemented.</p> <p>2.4 Safety and <b>hazard</b> control procedures are monitored and maintained with action taken to modify procedures where necessary (in accordance with scope of authority).</p> <p>2.5 Goods are moved within relevant workplace procedures and statutory regulations.</p>
3 Review and complete goods transfer operation	<p>3.1 Completed activities are checked against operational plan.</p> <p>3.2 Relevant documentation is completed.</p> <p>3.3 Specialized equipment used for the process is maintained and stored.</p> <p>3.4 Worksite is checked and returned to operational status.</p>

<b>Variables</b>	<b>Range</b>
Operations	may be conducted: <ul style="list-style-type: none"> <li>• in a range of work environments and weather conditions</li> <li>• by day or night</li> </ul>
Hazards in the work area	may include exposure to: <ul style="list-style-type: none"> <li>• hazardous or dangerous materials</li> <li>• contamination of, or from, materials being handled</li> <li>• noise, light, energy sources</li> <li>• stationary and moving machinery, parts or components</li> <li>• service lines</li> <li>• spills, leakages, ruptures</li> <li>• dust/vapors</li> <li>• ignition sources</li> </ul>
Hazard management	is consistent with: <ul style="list-style-type: none"> <li>• the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</li> </ul>
Customers	may be: <ul style="list-style-type: none"> <li>• internal or external</li> </ul>
Workplaces	may comprise: <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>
Work	may be conducted in: <ul style="list-style-type: none"> <li>• restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>
Vehicle	refers to: <ul style="list-style-type: none"> <li>• all applicable transportation modes</li> </ul>
Transfer of dangerous goods/ hazards substances and high risk goods	may require: <ul style="list-style-type: none"> <li>• special precautions and handling procedures as specified by the manufacturer</li> </ul>
Personal protective equipment	may include: <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• mask or respirator and breathing apparatus</li> <li>• high visibility clothing</li> </ul>
Load restraint systems	are: <ul style="list-style-type: none"> <li>• as detailed in the National Load Restraint Guide</li> </ul>
Transport documentation	may include: <ul style="list-style-type: none"> <li>• Initial Emergency Response Guide</li> <li>• Emergency Procedure Guide</li> </ul>

	<ul style="list-style-type: none"> <li>descriptions for explosives and dangerous goods/hazards substances and high risk goods (i.e. class, and division, shipping name, UN number, current EDG declarations, material safety data sheets, etc.)</li> </ul>
Requirements for work	<p>may include:</p> <ul style="list-style-type: none"> <li>site restrictions and procedures</li> <li>use of safety and personal protective equipment</li> <li>communications equipment</li> <li>Specialized lifting and/or handling equipment</li> <li>incident breakdown procedures</li> <li>additional gear and equipment</li> <li>noise restrictions</li> <li>hours of operation</li> <li>authorities and permits</li> <li>EDG declarations</li> </ul>
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> <li>other employees and supervisors</li> <li>suppliers, potential customers and existing clients</li> <li>management and union representatives</li> <li>industrial relations, Occupational Health and Safety specialists, other maintenance, professional or technical staff</li> </ul>
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> <li>phone</li> <li>electronic data interchange</li> <li>fax</li> <li>email</li> <li>internet</li> <li>radio</li> <li>oral, aural or signed communications</li> </ul>
Depending on the type of organization concerned and the local terminology used, workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>company procedures</li> <li>enterprise procedures</li> <li>organizational procedures</li> <li>established procedures</li> <li>site procedures</li> </ul>
Safety equipment on vehicle	<p>may include:</p> <ul style="list-style-type: none"> <li>fire extinguishers</li> <li>portable warning devices</li> <li>eye wash kit</li> </ul>
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> <li>Safe Working Load (SWL) and Working Load Limit (WLL)</li> <li>manifests, bar codes, goods and product identification</li> </ul>

	<ul style="list-style-type: none"> <li>• manufacturers specifications, instructions and Labeling advice including material safety data sheets</li> <li>• workplace procedures and policies for the transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• goods identification numbers and codes, including IMDG markings and HAZCHEM signs</li> <li>• supplier and/or client instructions</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• competency standards and training materials</li> <li>• codes of practice including the Ethiopian Dangerous Goods Code, Ethiopian Explosives Code, relevant Ethiopian Standards and the Industry Safety Code</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• federal and/or regional states mass and loading regulations</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>➢ Ethiopian and International Dangerous Goods Codes</li> <li>➢ Ethiopian Marine Orders and the International Maritime Dangerous Goods Code</li> <li>➢ IATA Dangerous Goods by Air regulations</li> <li>➢ Ethiopian and International Explosives Codes</li> </ul> </li> <li>• relevant Ethiopian Standards for the types of explosives and dangerous/hazardous/high risk goods concerned</li> <li>• relevant federal and/or regional states environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• equal opportunity and affirmative action legislation</li> <li>• equal opportunity legislation</li> <li>• relevant federal and/or regional states OHS legislation</li> </ul>

<b>Evidence Guide</b>	
Critical Aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of:</p> <ul style="list-style-type: none"> <li>• assessing operational suitability of equipment and vehicles pertinent to transfer of explosives and dangerous/hazardous/high risk goods</li> </ul>

	<ul style="list-style-type: none"> <li>• estimating weight and dimensions of load and any special handling requirements</li> <li>• determining (any) required permits</li> <li>• identifying hazards and implementing safety and hazard control procedures and requirements to minimize risks when transferring explosives and dangerous/hazardous/high risk goods</li> <li>• selecting appropriate equipment and work systems to enable safe, efficient work</li> </ul>		
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant state and territory mass and loading and other relevant regulations, codes and permit requirements as they apply to the transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• OHS procedures and guidelines concerning the transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• Risks when transferring explosives and dangerous/hazardous/high risk goods and related precautions to control the risk</li> <li>• Workplace procedures and policies for the transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• Equipment applications, capacities, configurations, safety hazards and control mechanisms</li> <li>• Housekeeping standards procedures required in the workplace</li> <li>• Methods of securing a vehicle following the loading of explosives and dangerous/hazardous/high risk goods</li> <li>• Relevant permit and license requirements</li> <li>• Typical problems that can occur when transferring explosives and dangerous/hazardous/high risk goods and appropriate action that can be taken to prevent or solve them</li> </ul>		
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when controlling the transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• Read and interpret instructions, procedures, information and signs relevant to the transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• Identify goods coding, markings and, where applicable, emergency information panels for the mode of transport/storage selected</li> <li>• Interpret and follow operational instructions and prioritize work</li> <li>• Complete documentation related to the transfer of explosives and dangerous/hazardous/high risk goods</li> </ul>		
Page 84 of 120	Ministry of Education Copyright	Warehouse Operation Ethiopian Occupational Standard	Version 2 September 2013

	<ul style="list-style-type: none"> <li>• Operate electronic communication equipment to required protocol</li> <li>• Estimate the mass, volume and special handling requirements of a load</li> <li>• Work collaboratively with others when controlling the transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</li> <li>• Promptly report and/or rectify any identified problems that may occur when controlling the transfer of explosives and dangerous/hazardous/high risk goods in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unanticipated situations that may arise when controlling the transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• Recognize hazards and apply precautions and required action to minimize, control or eliminate hazards that may exist during the transfer of explosives and dangerous/hazardous/high risk goods</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Identify and correctly use equipment required to load explosives and dangerous/hazardous/high risk goods</li> <li>• Adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

<b>Occupational Standard: Warehouse Operation Level III</b>	
<b>Unit Title</b>	<b>Undertake Disposal Program</b>
<b>Unit Code</b>	<a href="#"><b>EIS WAO3 18 0913</b></a>
<b>Unit Descriptor</b>	This unit involves the skills and knowledge required to undertake a records disposal program in accordance with workplace requirements including preparing for disposal activities, undertaking disposal activities, supervising disposal actions, and seeking approval for disposal actions.

<b>Element</b>	<b>Performance Criteria</b>
1 Prepare for disposal activities	<p>1.1 <b>Records</b> or areas where records are identified due for disposal action from request or schedule.</p> <p>1.2 Resources needed to undertake the program are assembled in the location and at the time required.</p>
2 Undertake disposal activities	<p>2.1 Records are assessed to determine what disposal action can be undertaken immediately, whether records need to be sentenced or reviewed, and whether any records need to be appraised.</p> <p>2.2 Disposal actions are distributed and delegated to be conducted in accordance with organizational rules, guidelines and procedures.</p> <p>2.3 Quality control measures are undertaken in accordance with organizational procedures to ensure consistency in determining disposal status and retention periods.</p> <p>2.4 Certificate of destruction documentation is completed and information provided to client as required.</p>
3 Supervise disposal actions	<p>3.1 Disposal sentences referred by delegates are reviewed and disposal actions determined from existing schedules or from appraisal results.</p> <p>3.2 Checks are made to ensure that disposal decisions are recorded in the record keeping system and that disposal actions taken are in accord with the decisions recorded.</p>
4 Seek approval for disposal actions	<p>4.1 Approval is sought from the appropriate individual/body for disposal actions.</p> <p>4.2 Records which are no longer required for any purpose are destroyed in accordance with approval and organizational procedures.</p> <p>4.3 Records which need to be kept for a further period are stored in accordance with organizational records storage requirements.</p>

	4.4 All disposal actions are recorded and authorized in accordance with organizational procedures and record keeping system requirements.
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<b>Variable</b>	<b>Range</b>
Records may be:	<ul style="list-style-type: none"> <li>• paper- or electronically-based</li> </ul>
Work may be conducted:	<ul style="list-style-type: none"> <li>• in a range of work environments</li> <li>• by day or night</li> </ul>
Customers may be:	<ul style="list-style-type: none"> <li>• internal or external</li> </ul>
Workplaces may comprise:	<ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>
Workplace environment may include movement of:	<ul style="list-style-type: none"> <li>• equipment</li> <li>• goods</li> <li>• products</li> <li>• materials</li> <li>• vehicular traffic</li> </ul>
Storage requirements may include records in various modes such as	<ul style="list-style-type: none"> <li>• paper-based</li> <li>• computer disks and reels</li> <li>• CD-ROM</li> <li>• microfiche</li> <li>• film</li> <li>• audio</li> </ul>
The records disposal program is conducted as part of:	<ul style="list-style-type: none"> <li>• records management activities with the operator using discretion and judgement within established procedures</li> </ul>
Range of records may include:	<ul style="list-style-type: none"> <li>• single series</li> <li>• multiple series</li> <li>• multiple systems</li> <li>• in various formats including paper; electronic storage media; structured; free text; graphic</li> </ul>
Hazards in the work area may include:	<ul style="list-style-type: none"> <li>• height and reach implications of storage facilities</li> <li>• dust and vapours</li> <li>• stationary and moving equipment, parts and materials</li> <li>• noise, light, energy sources</li> <li>• electrical equipment</li> <li>• humidity, air temperature, radiant heat</li> <li>• debris on floor</li> <li>• faulty racking</li> <li>• poorly stacked records or boxes and faulty equipment</li> </ul>
Personal protective equipment may include:	<ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses and protective clothing</li> </ul>



OHS requirements include:	<ul style="list-style-type: none"> <li>• manual handling</li> <li>• protective clothing</li> <li>• elimination/control of hazards</li> <li>• machine isolation and machine guarding</li> </ul>
Communication in the work area may include:	<ul style="list-style-type: none"> <li>• phone</li> <li>• fax</li> <li>• email/internet</li> <li>• Electronic Data Interchange (EDI)</li> <li>• RF systems</li> <li>• barcode readers</li> <li>• oral, aural or signed communications</li> </ul>
Depending on the type of organization concerned and the local terminology used, workplace procedures may include:	<ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organizational procedures</li> <li>• established or standard procedures</li> </ul>
Consultative processes may involve:	<ul style="list-style-type: none"> <li>• workplace personnel including supervisors and managers</li> <li>• customers/clients</li> <li>• suppliers and contractors</li> <li>• union representatives</li> <li>• industrial relations and OHS specialists</li> <li>• other professional or technical staff</li> </ul>
Information/documents may include:	<ul style="list-style-type: none"> <li>• job specifications and workplace operating procedures</li> <li>• relevant Ethiopian or international standards pertaining to records management</li> <li>• storage specifications and requirements</li> <li>• manufacturers specifications for equipment/tools</li> <li>• supplier and/or client instructions</li> <li>• codes of practice including the National Standards for Manual Handling and the Industry Safety Code</li> <li>• relevant regulations including confidentiality and security requirements</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• standards and certification requirements</li> <li>• emergency procedures</li> <li>• quality assurance standards for records management</li> </ul>
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> <li>• relevant codes and regulations pertaining to records management</li> <li>• relevant Ethiopian Standards relating to records management</li> <li>• relevant state/territory OHS legislation</li> <li>• relevant state/territory environmental protection legislation</li> </ul>

	<ul style="list-style-type: none"> <li>• privacy and confidentiality legislation and regulations</li> <li>• freedom of information regulations</li> <li>• workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation</li> <li>• workers compensation regulations</li> </ul>
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<b>Evidence Guide</b>	
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Critical aspects of Competence	<p>The evidence required to demonstrate competency in this unit must be relevant to:</p> <ul style="list-style-type: none"> <li>• Prepare for disposal activities</li> <li>• Undertake disposal activities</li> <li>• Supervise disposal actions</li> <li>• Seek approval for disposal actions</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Regulations relevant to disposal of records within a records management process</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the disposal of records including policies on confidentiality and security of information and records</li> <li>• Focus of operation of work systems, equipment, management and site operating systems for the disposal of records as part of a records management process</li> <li>• Problems that may occur when undertaking the disposal of records and appropriate action that can be taken to resolve the problems</li> <li>• Operational workflow within a records management system</li> <li>• Types of equipment used in a records disposal program and the precautions and procedures that should be followed in their use</li> <li>• Housekeeping standards and procedures required in the workplace</li> <li>• Site layout and obstacles</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when undertaking the disposal of records</li> <li>• Read and interpret instructions, procedures and information relevant to the disposal of records</li> <li>• Interpret and follow operational instructions and prioritise work</li> <li>• Complete documentation related to the disposal of records</li> <li>• Operate electronic communication equipment to required protocol</li> </ul>

	<ul style="list-style-type: none"> <li>• Work collaboratively with others when undertaking the disposal of records</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</li> <li>• Promptly report and/or rectify any identified problems that may occur when undertaking the disposal of records in accordance with regulatory requirements and workplace procedures</li> <li>• Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities</li> <li>• Plan own work including predicting consequences and identifying improvements</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Use a range of information technology devices including computers, radio frequency devices, electronic data exchange systems, etc.</li> <li>• Maintain security and confidentiality of material</li> <li>• Identify, select and efficiently and effectively use equipment for the disposal of records</li> <li>• Adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Warehouse Operation Level III	
Unit Title	Organize Warehouse Records Operations
Unit Code	<a href="#">EIS WAO3 19 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to Organize warehouse records operations in accordance with workplace requirements including identifying record management databases, storage types and technologies; storing warehouse records; and using record management systems to retrieve information.

Elements	Performance Criteria
1 Identify record management databases, storage types and technologies	<p>1.1 <b>Requirements</b> for records operations are identified and defined.</p> <p>1.2 Types of record systems which might meet <b>workplace</b> requirements are identified and reviewed.</p> <p>1.3 Advantages and disadvantages of identified systems are evaluated and noted.</p> <p>1.4 Record management systems are selected in accordance with workplace requirements.</p> <p>1.5 Appropriate action is taken to establish the selected record system in accordance with workplace procedures and operational requirements.</p>
2 Store warehouse records	<p>2.1 Warehouse records are collected and consolidated in accordance with workplace procedures.</p> <p>2.2 Records are stored manually and/or electronically as required in accordance with system developers instructions and workplace procedures.</p> <p>2.3 Records are maintained in accordance with workplace procedures.</p>
3 Use record management systems to retrieve information	<p>3.1 Responses to requests for <b>information</b> are processed promptly.</p> <p>3.2 Required records are accessed and retrieved in accordance with <b>workplace procedures</b>.</p>

Variable	Range
Storage requirements	<p>may include:</p> <ul style="list-style-type: none"> <li>• security</li> <li>• clean environment</li> <li>• computer disks</li> <li>• type of document</li> <li>• confidentiality</li> </ul>

	<ul style="list-style-type: none"> <li>• accessibility</li> <li>• microfilm</li> <li>• hard copies</li> </ul>
Workplaces	<p>may comprise:</p> <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> <li>• goods identification numbers and codes</li> <li>• manifests, picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>• codes of practice and regulations relevant to the identification, handling and stacking of goods</li> <li>• Ethiopian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• manufacturers specifications for equipment</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Depending on the type of organization concerned and the local terminology used, workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organizational procedures</li> <li>• established procedures</li> </ul>
Work	<p>may be conducted:</p> <ul style="list-style-type: none"> <li>• in a range of work environments</li> <li>• by day or night</li> <li>• restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>
Customers	<p>may be:</p> <ul style="list-style-type: none"> <li>• internal or external</li> </ul>
Record storage systems	<p>may be:</p> <ul style="list-style-type: none"> <li>• micro-film and computer images</li> </ul>

Hazards in the work area	may include: <ul style="list-style-type: none"> <li>• chemicals</li> <li>• dangerous or hazardous substances</li> <li>• movements of equipment, goods and materials</li> <li>• oil or water on floor</li> <li>• a fire or explosion</li> <li>• damaged packaging or pallets</li> <li>• debris on floor</li> <li>• faulty racking</li> <li>• poorly stacked pallets</li> <li>• faulty equipment</li> </ul>		
Communication in the work area	may include: <ul style="list-style-type: none"> <li>• phone</li> <li>• Electronic Data Interchange (EDI)</li> <li>• fax</li> <li>• email</li> <li>• internet</li> <li>• RF systems</li> <li>• oral, aural or signed communications</li> </ul>		
Personal protective equipment	may include: <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• high visibility clothing</li> </ul>		
Consultative processes	may involve: <ul style="list-style-type: none"> <li>• other employees and supervisors</li> <li>• record system developers and suppliers</li> <li>• customers and clients</li> <li>• relevant authorities and institutions</li> <li>• management and union representatives</li> <li>• industrial relations and OHS specialists</li> <li>• other maintenance, professional or technical staff</li> </ul>		
Applicable regulations and legislation	may include <ul style="list-style-type: none"> <li>• relevant codes and regulations for the packaging of goods</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:             <ul style="list-style-type: none"> <li>➤ Ethiopian and international dangerous goods codes</li> <li>➤ Ethiopian and international explosives codes</li> </ul> </li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• license, patent or copyright arrangements</li> <li>• water and road use and license arrangements</li> <li>• export/import/quarantine/bond requirements</li> </ul>		
Page 93 of 120	Ministry of Education Copyright	Warehouse Operation Ethiopian Occupational Standard	Version 2 September 2013

	<ul style="list-style-type: none"> <li>• relevant federal and/or regional states OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>
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<b>Evidence Guide</b>	
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"> <li>• Identify record management databases, storage types and technologies</li> <li>• Store warehouse records</li> <li>• Use record management systems to retrieve information</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Ethiopian codes and regulations relevant to the organization of warehouse records operations</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the organization of warehouse records operations</li> <li>• Focus of operation of record systems, equipment, management and site operating systems for the organization of warehouse records</li> <li>• Principles of operation and functions of warehouse records systems</li> <li>• Principles of operation, functions and applications of different types of records systems</li> <li>• Requirements for accessibility, security and confidentiality of records</li> <li>• Computer records and documentation requirements for the organization of warehouse records operations</li> <li>• Problems that may occur when organizing warehouse records operations and appropriate action that can be taken</li> <li>• Housekeeping standards procedures required in the workplace</li> <li>• Site layout</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when organizing warehouse records operations</li> <li>• Read and comprehend simple statements in English</li> <li>• Read and interpret instructions, procedures and labels relevant to the organization of warehouse records operations</li> <li>• Interpret and follow operational instructions and prioritize work</li> <li>• Complete documentation related to the organization of warehouse records operations</li> </ul>

	<ul style="list-style-type: none"> <li>• Work collaboratively with others when organizing warehouse records operations</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</li> <li>• Promptly report and/or rectify any identified problems, faults or malfunctions when organizing warehouse records operations in accordance with regulatory requirements and workplace procedures</li> <li>• Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> <li>• Select and use relevant communications, computing and office equipment when organizing warehouse records operations</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.



Occupational Standard: Warehouse Operation Level III	
Unit Title	Use Product Knowledge to Complete Work Operations
Unit Code	<a href="#">EIS WAO3 20 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to use product knowledge to complete work operations in accordance with workplace requirements including identifying products in a subsection of a warehouse or other storage area, examining quality and reporting on products, and using inventory and labelling systems to identify and locate products.

Elements	Performance Criteria
1. Identify products in a subsection of a warehouse or other storage area	<p>1.1 Products are <b>identified</b> against specified criteria in accordance with <b>workplace</b> procedures.</p> <p>1.2 Storage and handling characteristics are identified and applied consistently.</p> <p>1.3 <b>Products</b> are described to internal customers identifying features which may affect location, safety or storage requirements.</p> <p>1.4 Work must be carried out in compliance with the relevant <b>regulations and legislation</b>.</p> <p>1.5 Workplace requirements concerning the identification, <b>labelling</b>, handling and storage of various categories of <b>products/stock</b>.</p> <p>1.6 Work area <b>communication</b> activity is clear, unambiguous and uses appropriate procedures, language and codes.</p> <p>1.7 Import/export goods follow regulatory requirements, procedures and policies correctly and consistently according to organizational and legal requirements.</p>
2. Examine quality and report on products	<p>2.1 Products are inspected in accordance with workplace quality assurance procedures.</p> <p>2.2 Workplace procedures are followed to replace, return or dispose of stock/products which are not useable.</p> <p>2.3 Non-conforming products are recorded/reported in accordance with workplace procedures.</p>
3. Use inventory and labelling systems to identify and locate products	<p>3.1 <b>Inventory</b> and labelling systems are used to locate products within the workplace.</p> <p>3.2 <b>Goods</b> are physically located and identified.</p>

<b>Variable</b>	<b>Range</b>
Identified	<p>May include:</p> <ul style="list-style-type: none"> <li>• shape</li> <li>• size</li> <li>• colour</li> <li>• distinguishing features</li> <li>• codes and product identification/serial numbers</li> <li>• labels</li> <li>• signs or other documentation</li> <li>• locations</li> </ul>
Workplace	<p>May comprise:</p> <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>
Products	<p>May include:</p> <ul style="list-style-type: none"> <li>• small parts</li> <li>• perishable goods</li> <li>• overseas export</li> <li>• dangerous goods</li> <li>• refrigerated products</li> <li>• temperature controlled stock</li> <li>• fragile goods</li> </ul>
Regulations and legislation	<p>May include:</p> <ul style="list-style-type: none"> <li>• relevant codes and regulations for the packaging of goods</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>• Ethiopian and International Dangerous Goods Codes</li> <li>• Ethiopian and International Explosives Codes</li> <li>• license , patent or copyright arrangements</li> <li>• water and road use and license arrangements</li> <li>• export/import/quarantine/bond requirements</li> <li>• marine orders</li> </ul> </li> <li>• relevant state/territory OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>
Labelling	<p>May include:</p> <ul style="list-style-type: none"> <li>• batch code</li> <li>• bar code</li> <li>• identification numbering systems</li> <li>• serial numbers</li> <li>• symbols for safe handling</li> </ul>

Products/stock	<p>May include:</p> <ul style="list-style-type: none"> <li>• small parts</li> <li>• toxicity</li> <li>• flammability</li> <li>• form</li> <li>• weight</li> <li>• size</li> <li>• state</li> <li>• perish ability</li> <li>• fragility</li> <li>• security risk</li> </ul>
Communication	<p>May include:</p> <ul style="list-style-type: none"> <li>• phone</li> <li>• electronic data inter change (EDI)</li> <li>• fax</li> <li>• email</li> <li>• internet</li> <li>• RF systems</li> <li>• oral, aural or signed communications</li> </ul>
Inventory	<p>May include:</p> <ul style="list-style-type: none"> <li>• automated</li> <li>• manual</li> <li>• paper-based</li> <li>• computerized</li> <li>• microfiche</li> </ul>
Goods	<p>May include:</p> <ul style="list-style-type: none"> <li>• special handling, location, storage and/or packaging requirements, including temperature controlled goods and dangerous goods</li> </ul>
Work	<p>May be conducted:</p> <ul style="list-style-type: none"> <li>• in a range of work environments</li> <li>• by day or night</li> </ul>
Depending on the type of organization concerned and the local terminology used, workplace procedures	<p>May include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organizational procedures</li> <li>• established procedures</li> </ul>
Consultative processes	<p>May involve:</p> <ul style="list-style-type: none"> <li>• other employees and supervisors</li> <li>• suppliers, customers and clients</li> <li>• relevant authorities and institutions</li> <li>• management and union representatives</li> </ul>

	<ul style="list-style-type: none"> <li>• industrial relations and OHS specialists</li> <li>• other maintenance, professional or technical staff</li> </ul>
Information/documents	<p>May include:</p> <ul style="list-style-type: none"> <li>• goods identification numbers and codes</li> <li>• manifests, picking slips, merchandise transfers, stock requisitions and bar codes</li> <li>• codes of practice and regulations relevant to the identification, handling and stacking of goods</li> <li>• Ethiopian and international regulations and codes of practice for the handling, stacking and transport of dangerous goods and hazardous substances</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• manufacturers specifications for equipment</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>

<b>Evidence Guide</b>	
Critical Aspects of Competence	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>• Identify products in a subsection of a warehouse or other storage area</li> <li>• Examine quality and report on products</li> <li>• Use inventory and labeling systems to identify and locate products</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• Ethiopian codes and regulations relevant to the products being identified, handled, transported, stacked and/or stored as part of work operations</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the identification, handling, stacking and storage of particular categories of products</li> <li>• Focus of operation of work systems, equipment, management and site operating systems for the packaging of goods</li> <li>• Categories or groups of products and the special handling, stacking and storage requirements for each</li> </ul>

	<ul style="list-style-type: none"> <li>• Purpose and use of cataloguing and labelling systems</li> <li>• Strategies to seek out sources of knowledge of products and use this information to inform work</li> <li>• Types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition/state goods</li> <li>• Documentation requirements including reports and records concerning damaged or contaminated goods</li> <li>• Housekeeping standards procedures required in the workplace</li> <li>• Site layout and obstacles</li> </ul>
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when handling, transporting and storing products and providing information on products and services</li> <li>• Read and comprehend simple statements in English</li> <li>• Read and interpret instructions, procedures, information and signs relevant to the handling, transporting and storing of products and the provision of information on products and services</li> <li>• Identify containers and goods coding</li> <li>• Complete documentation related to work activities</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Adapt to differences in products and services in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> <li>• Select and use relevant communications, computing and load handling equipment</li> <li>• Estimate the size, shape and special requirements of goods and loads</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competency may be assessed in the work place or in a simulated work place setting

Occupational Standard: Warehouse Operation Level III	
Unit Title	Monitor Implementation of Work Plan/Activities
Unit Code	<a href="#">EIS WAO3 21 0913</a>
Unit Descriptor	This unit covers competence required to oversee and monitor the quality of work operations within an enterprise. This unit may be carried out by team leaders or supervisors.

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

	<p>4.4 Where problem is raised by a team member, they are encouraged to participate in solving the problem.</p> <p>4.5 Follow up action is taken to monitor the effectiveness of solutions in the workplace.</p>
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Variables	Range
Problems	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• difficult customer service situations</li> <li>• equipment breakdown/technical failure</li> <li>• delays and time difficulties</li> <li>• competence</li> </ul>
Workplace records	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> <li>• staff records and regular performance reports</li> </ul>

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

Occupational Standard: Warehouse Operation Level III	
Unit Title	Apply Quality Control
Unit Code	<a href="#">EIS WAO3 22 0913</a>
Unit Descriptor	This unit covers the knowledge, attitudes and skills required in applying quality control in the workplace.

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



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

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

Occupational Standard: Warehouse Operation Level III	
Unit Title	Lead Workplace Communication
Unit Code	<a href="#">EIS WAO3 23 0913</a>
Unit Descriptor	This unit covers the knowledge, attitudes and skills needed to lead in the dissemination and discussion of information and issues in the workplace.

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

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

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

Occupational Standard: Warehouse Operation Level III	
Unit Title	Lead Small Teams
Unit Code	<a href="#">EIS WAO3 24 0913</a>
Unit Descriptor	This unit covers the skills, knowledge and attitudes required to determine individual and team development needs and facilitate the development of the work group.

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

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

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

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

Occupational Standard: Warehouse Operation Level III	
Unit Title	Improve Business Practice
Unit Code	<a href="#">EIS WAO3 25 0913</a>
Unit Descriptor	This unit covers the skills, knowledge and attitudes required in promoting, improving and growing business operations.

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

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

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



Competitive advantage	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• services/products</li> <li>• fees</li> <li>• location</li> <li>• timeframe</li> </ul>
SWOT analysis	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• internal strengths such as staff capability, recognized quality</li> <li>• internal weaknesses such as poor morale, under-capitalization, poor technology</li> <li>• external opportunities such as changing market and economic conditions</li> <li>• external threats such as industry fee structures, strategic alliances, competitor marketing</li> </ul>
Key indicators	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• salary cost and staffing</li> <li>• personnel productivity (particularly of principals)</li> <li>• profitability</li> <li>• fee structure</li> <li>• client base</li> <li>• size staff/principal</li> <li>• overhead/overhead control</li> </ul>
Organizational structures	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• Legal structure (partnership, Limited Liability Company, etc.)</li> <li>• organizational structure/hierarchy</li> <li>• reward schemes</li> </ul>
Objectives should be 'SMART'	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• S: Specific</li> <li>• M: Measurable</li> <li>• A: Achievable</li> <li>• R: Realistic</li> <li>• T: Time defined</li> </ul>
Market research data	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• data about existing clients</li> <li>• data about possible new clients</li> <li>• data from internal sources</li> <li>• data from external sources such as: <ul style="list-style-type: none"> <li>➤ trade associations/journals</li> <li>➤ Yellow Pages small business surveys</li> <li>➤ libraries</li> <li>➤ Internet</li> <li>➤ Chamber of Commerce</li> <li>➤ client surveys</li> <li>➤ industry reports and secondary market research</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• primary market research such as: <ul style="list-style-type: none"> <li>➤ telephone surveys</li> <li>➤ personal interviews</li> <li>➤ mail surveys</li> </ul> </li> </ul>
Competitor analysis	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• competitor offerings</li> <li>• competitor promotion strategies and activities</li> <li>• competitor profile in the market place</li> </ul>
Market position should include data on:	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• product</li> <li>• the good or service provided</li> <li>• product mix</li> <li>• the core product - what is bought</li> <li>• the tangible product - what is perceived</li> <li>• the augmented product - total package of consumer</li> <li>• features/benefits</li> <li>• product differentiation from competitive products</li> <li>• new/changed products</li> <li>• Price and pricing strategies (cost plus, supply/demand, ability to pay, etc.)</li> <li>• Pricing objectives (profit, market penetration, etc.)</li> <li>• cost components</li> <li>• market position</li> <li>• distribution strategies</li> <li>• marketing channels</li> <li>• promotion</li> <li>• promotional strategies</li> <li>• target audience</li> <li>• communication</li> <li>• promotion budget</li> </ul>
Practice brand	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• practice image</li> <li>• practice logo/letter head/signage</li> <li>• phone answering protocol</li> <li>• facility decor</li> <li>• slogans</li> <li>• templates for communication/invoicing</li> <li>• style guide</li> <li>• writing style</li> <li>• AIDA (Attention, Interest, Desire and Action)</li> </ul>
Benefits	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• features as perceived by the client</li> <li>• benefits as perceived by the client</li> </ul>

Promotion tools	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• networking and referrals</li> <li>• seminars</li> <li>• advertising</li> <li>• press releases</li> <li>• publicity and sponsorship</li> <li>• brochures</li> <li>• newsletters (print and/or electronic)</li> <li>• websites</li> <li>• direct mail</li> <li>• telemarketing/cold calling</li> </ul>
Yield per existing client	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• raising charge out rates/fees</li> <li>• packaging fees</li> <li>• reduce discounts</li> <li>• sell more services to existing clients</li> </ul>

<b>Evidence Guide</b>	
Critical Aspects of Competence	<p>Demonstrates skills and knowledge in:</p> <ul style="list-style-type: none"> <li>• ability to identify the key indicators of business performance</li> <li>• ability to identify the key market data for the business</li> <li>• knowledge of a wide range of available information sources</li> <li>• ability to acquire information not readily available within a business</li> <li>• ability to analyze data and determine areas of improvement</li> <li>• ability to negotiate required improvements to ensure implementation</li> <li>• ability to evaluate systems against practice requirements and form recommendations and/or make recommendations</li> <li>• ability to assess the accuracy and relevance of information</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• data analysis</li> <li>• communication skills</li> <li>• computer skills to manipulate data and present information</li> <li>• negotiation skills</li> <li>• problem solving</li> <li>• planning skills</li> <li>• marketing principles</li> <li>• ability to acquire and interpret relevant data</li> <li>• current product and marketing mix</li> <li>• use of market intelligence</li> <li>• development and implementation strategies of promotion and growth plans</li> </ul>

Underpinning Skills	<p>Demonstrates skill in:</p> <ul style="list-style-type: none"> <li>• data analysis and manipulation</li> <li>• ability to acquire and interpret required data, current practice systems and structures and sources of relevant benchmarking data</li> <li>• applying methods of selecting relevant key benchmarking indicators</li> <li>• communication skills</li> <li>• working and consulting with others when developing plans for the business</li> <li>• planning skills, negotiation skills and problem solving</li> <li>• using computers to manipulate, present and distribute information</li> </ul>
Resources Implication	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>

Occupational Standard: Warehouse Operation Level III	
Unit Title	Prevent and Eliminate MUDA
Unit Code	<a href="#">EIS WAO3 26 0913</a>
Unit Descriptor	This unit of competence covers the knowledge, skills and attitude required by a worker to prevent and eliminate MUDA/wastes in his/her their workplace. It covers responsibility for the day-to-day operation of the work and ensures Kaizen elements are continuously improved and institutionalized.

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

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

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

5W and 1H	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• Who</li> <li>• What</li> <li>• Where</li> <li>• When</li> <li>• Why</li> <li>• How</li> </ul>
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<b>Evidence Guide</b>	
Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> <li>• discuss why wastes occur in the workplace</li> <li>• discuss causes and effects of wastes/MUDA in the workplace</li> <li>• analyze the current situation of the workplace by using appropriate tools and techniques</li> <li>• identify, measure, eliminate and prevent occurrence of wastes by using appropriate tools and techniques</li> <li>• use 5W and 1H sheet to prevent</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Targets of customers and manufacturer/service provider</li> <li>• Traditional and kaizen thinking of price setting</li> <li>• Kaizen thinking in relation to targets of manufacturer/service provider and customer</li> <li>• value</li> <li>• The three categories of operations</li> <li>• the 3“MU”</li> <li>• waste/MUDA</li> <li>• wastes occur in the workplace</li> <li>• The 7 types of MUDA</li> <li>• The Benefits of identifying and eliminating waste</li> <li>• Causes and effects of 7 MUDA</li> <li>• Procedures to identify MUDA</li> <li>• Necessary attitude and the ten basic principles for improvement</li> <li>• Procedures to eliminate MUDA</li> <li>• Prevention of wastes</li> <li>• Methods of waste prevention</li> <li>• Definition and purpose of standardization</li> <li>• Standards required for machines, operations, defining normal and abnormal conditions, clerical procedures and procurement</li> <li>• Methods of visual and auditory control</li> <li>• TPM concept and its pillars.</li> </ul>



	<ul style="list-style-type: none"> <li>• Relevant Occupational Health and Safety (OHS) and environment requirements</li> <li>• Plan and report</li> <li>• Method of communication</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• draw &amp; analyze current situation of the work place</li> <li>• use measurement apparatus (stop watch, tape, etc.)</li> <li>• calculate volume and area</li> <li>• use and follow checklists to identify, measure and eliminate wastes/MUDA</li> <li>• identify and measure wastes/MUDA in accordance with OHS and procedures</li> <li>• use tools and techniques to eliminate wastes/MUDA in accordance with OHS procedure</li> <li>• apply 5W and 1H sheet</li> <li>• update and use standard procedures for completion of required operation</li> <li>• work with others</li> <li>• read and interpret documents</li> <li>• observe situations</li> <li>• solve problems</li> <li>• communicate</li> <li>• gather evidence by using different means</li> <li>• report activities and results using report formats</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.



# TRANSPORT AND LOGISTICS

Level V

**Logistics Operations Management OS**

**Freight Forwarding Operations Management OS**

Level IV

**Terminal Cargo Operation Supervision OS**

**Freight Transport Logistics Operations Supervision OS**

**Material Logistics Operations Supervision OS**

**Freight Forwarding Operations Supervision OS**

Level III

**Terminal Cargo Operation OS**

**Freight Transport Logistics Operations OS**

**Warehouse Operations OS**

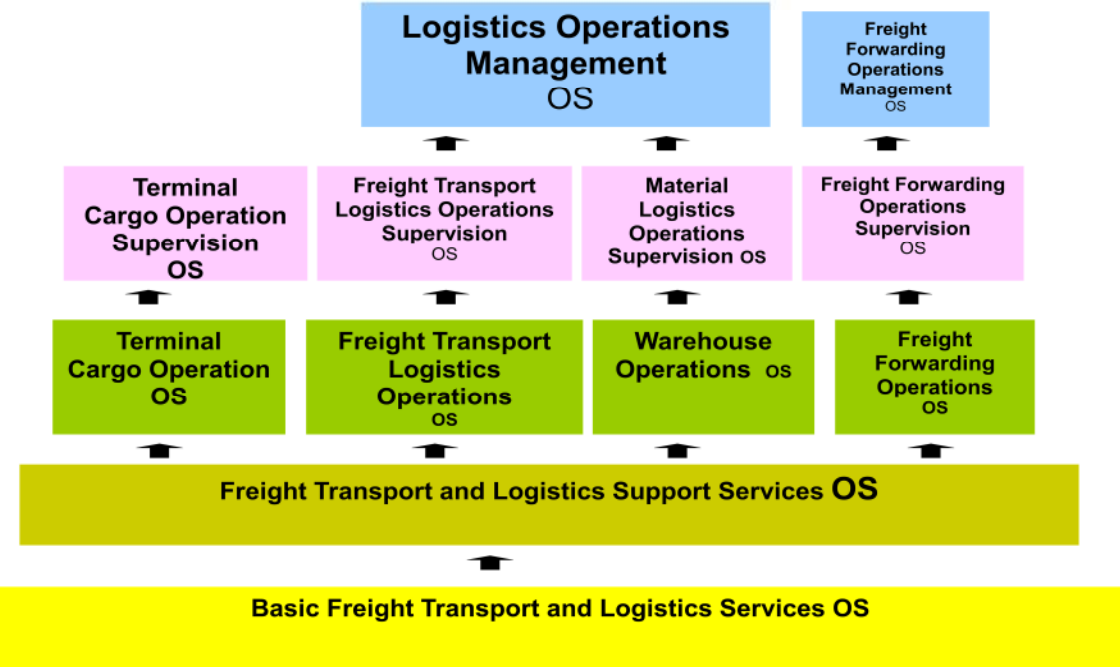
**Freight Forwarding Operations OS**

Level II

**Freight Transport and Logistics Support Services OS**

Level I

**Basic Freight Transport and Logistics Services OS**



## Acknowledgement

We wish to extend thanks and appreciation to the many representatives of business, industry, academe and government agencies who donated their time and expertise to the development of this occupational standard.

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

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### COMMENT TEMPLATE

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