

TRAINING REGULATIONS

MULTIMODAL TRANSPORT OPERATION AND LOGISTICS (SEAFREIGHT IMPORT) SERVICES NC II



Transport and Logistics Sector

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

TESDA Complex East Service Road, South Luzon Expressway (SLEX),
Fort Bonifacio, Taguig City

*Technical Education and Skills Development Act of 1994
(Republic Act No. 7796)*

Section 22, “Establishment and Administration of the National Trade Skills Standards” of the RA 7796 known as the TESDA Act mandates TESDA to establish national occupational skill standards. The Authority shall develop and implement a certification and accreditation program in which private industry group and trade associations are accredited to conduct approved trade tests, and the local government units to promote such trade testing activities in their respective areas in accordance with the guidelines to be set by the Authority.

The Training Regulations (TR) serves as basis for:

1. Development of curriculum and assessment tools
2. Registration and delivery of training programs; and
3. Establishment of competency assessment and certification arrangements.

Each TR has four sections:

- Section 1 **Definition of Qualification** - describes the qualification and defines the competencies that comprise the qualification.
- Section 2 **The Competency Standards** format was revised to include the Required Knowledge and Required Skills per element. These fields explicitly state the required knowledge and skills for competent performance of a unit of competency in an informed and effective manner. These also emphasize the application of knowledge and skills to situations where understanding is converted into a workplace outcome.
- Section 3 **Training Arrangements** – contain the information and requirements which serve as bases for training providers in designing and delivering competency-based curriculum for the qualification. The revisions to Section 3 entail identifying the Learning Activities leading to achievement of the identified Learning Outcome.
- Section 4 **Assessment and Certification Arrangements** - describe the policies governing assessment and certification procedures for the qualification.

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**TRAINING REGULATIONS FOR
MULTIMODAL TRANSPORT OPERATION AND LOGISTICS (SEAFREIGHT IMPORT)
SERVICES NCII**

**SECTION 1: MULTIMODAL TRANSPORT OPERATION AND LOGISTICS (SEAFREIGHT
IMPORT) SERVICES NCII QUALIFICATION**

The **MULTIMODAL TRANSPORT OPERATION AND LOGISTICS SERVICES NCII** Qualification consist of competencies that a person must achieve to perform documentation services for multimodal transport operations.

The Units of Competency comprising this Qualification include the following:

BASIC COMPETENCIES

UNIT CODE	Units of Competency
400311210	Participate in workplace communication
400311211	Work in a team environment
400311212	Solve/address general workplace problems
400311213	Develop career and life decisions
400311214	Contribute to workplace innovation
400311215	Present relevant information
400311216	Practice occupational safety and health policies and procedures
400311217	Exercise efficient and effective sustainable practices in the workplace
400311218	Practice entrepreneurial skills in the workplace

COMMON COMPETENCIES

UNIT CODE	Units of Competency
MTO491201	Apply freight forwarding documentation services and workplace procedures
MTO491202	Perform workplace security and safety
MTO491203	Provide effective customer service
MTO491204	Contribute to quality system
MTO491205	Perform computer operations

CORE COMPETENCIES

UNIT CODE	Units of Competency
MTO432301	Perform industry calculation in freight forwarding and documentation services
MTO432302	Process transport documents for import cargo
MTO432303	Prepare request for payment and billings
MTO432304	Prepare and complete statistical reports
MTO432305	Process shipping documents
MTO432306	Liaise with relevant stakeholders
MTO432307	Address bottlenecks and work disruptions

A person who has achieved this Qualification is competent to be a:

- Documentation Clerk**
- Liaison Personnel***

SECTION 2: COMPETENCY STANDARDS

This section gives the details of the contents of the units of competency required in **MULTIMODAL TRANSPORT OPERATION AND LOGISTICS (SEAFREIGHT IMPORT) SERVICES NCII**. These units of competency are categorized into basic, common, core and elective competencies.

BASIC COMPETENCIES

UNIT OF COMPETENCY : PARTICIPATE IN WORKPLACE COMMUNICATION

UNIT CODE : 400311210

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to gather, interpret and convey information in response to workplace requirements.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from appropriate sources 1.2 Effective questioning, active listening and speaking skills are used to gather and convey information 1.3 Appropriate medium is used to transfer information and ideas 1.4 Appropriate non-verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed 1.6 Defined workplace procedures for the location and storage of information are used. 1.7 Personal interaction is carried out clearly and concisely.	1.1 Effective verbal and nonverbal communication 1.2 Different modes of communication 1.3 Medium of communication in the workplace 1.4 Organizational policies 1.5 Communication procedures and systems 1.6 Lines of Communication 1.7 Technology relevant to the enterprise and the individual's work responsibilities 1.8 Workplace etiquette	1.1 Following simple spoken language 1.2 Performing routine workplace duties following simple written notices 1.3 Participating in workplace meetings and discussions 1.4 Preparing work-related documents 1.5 Estimating, calculating and recording routine workplace measures 1.6 Relating/ Interacting with people of various levels in the workplace 1.7 Gathering and providing basic information in response to workplace requirements 1.8 Basic business writing skills 1.9 Interpersonal skills in the workplace 2.0 Active-listening skills

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Perform duties following workplace instructions	2.1 Written notices and instructions are read and interpreted in accordance with organizational guidelines 2.2 Routine written instruction are followed based on established procedures 2.3 Feedback is given to workplace supervisor based instructions/ information received 2.4 Workplace interactions are conducted in a courteous manner 2.5 Where necessary, clarifications about routine workplace procedures and matters concerning conditions of employment are sought and asked from appropriate Sources . 2.6 Meetings outcomes are interpreted and implemented	2.1 Effective verbal and non-verbal communication 2.2 Different modes of communication 2.3 Medium of communication in the workplace 2.4 Organizational/ Workplace policies 2.5 Communication procedures and systems 2.6 Lines of communication 2.7 Technology relevant to the enterprise and the individual's work responsibilities 2.8 Effective questioning techniques (clarifying and probing) 2.9 Workplace etiquette	2.1 Following simple spoken instructions 2.2 Performing routine workplace duties following simple written notices 2.3 Participating in workplace meetings and discussions 2.4 Completing work-related documents 2.5 Estimating, calculating and recording routine workplace measures 2.6 Relating/ Responding to people of various levels in the workplace 2.7 Gathering and providing information in response to workplace requirements 2.8 Basic questioning/querying 2.9 Skills in reading for information 2.10 Skills in locating

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Complete relevant work-related documents	3.1 Range of forms relating to conditions of employment are completed accurately and legibly 3.2 Workplace data is recorded on standard workplace forms and documents 3.3 Errors in recording information on forms/ documents are identified and acted upon 3.4 Reporting requirements to supervisor are completed according to organizational guidelines	3.1 Effective verbal and non-verbal communication 3.2 Different modes of communication 3.3 Workplace forms and documents 3.4 Organizational/ Workplace policies 3.5 Communication procedures and systems 3.6 Technology relevant to the enterprise and the individual's work responsibilities	3.1 Completing work-related documents 3.2 Applying operations of addition, subtraction, division and multiplication 3.3 Gathering and providing information in response to workplace requirements 3.4 Effective record keeping skills

RANGE OF VARIABLES

VARIABLES	RANGE
1. Appropriate sources	May include: 1.1. Team members 1.2. Supervisor/Department Head 1.3. Suppliers 1.4. Trade personnel 1.5. Local government 1.6. Industry bodies
2. Medium	May include but not limited to: 2.1. Memorandum 2.2. Circular 2.3. Notice 2.4. Information dissemination 2.5. Follow-up or verbal instructions 2.6. Face-to-face communication 2.7. Electronic media (disk files, cyberspace)
3. Storage	May include: 3.1. Manual filing system 3.2. Computer-based filing system
4. Workplace interactions	May include: 4.1. Face-to-face 4.2. Telephone 4.3. Electronic and two-way radio 4.4. Written including electronic means, memos, instruction and forms 4.5. Non-verbal including gestures, signals, signs and diagrams
5. Forms	May include but not limited to: 5.1. HR/Personnel forms, telephone message forms, safety reports

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Prepared written communication following standard format of the organization 1.2 Accessed information using workplace communication equipment/systems 1.3 Made use of relevant terms as an aid to transfer information effectively 1.4 Conveyed information effectively adopting formal or informal communication
2. Resource Implications	The following resources should be provided: 2.1 Fax machine 2.2 Telephone 2.3 Notebook 2.4 Writing materials 2.5 Computer with Internet connection
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Demonstration with oral questioning 3.2 Interview 3.3 Written test 3.4 Third-party report
4. Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or through an accredited institution

UNIT OF COMPETENCY: WORK IN TEAM ENVIRONMENT

UNIT CODE : 400311211

UNIT DESCRIPTOR : This unit covers the skills, knowledge and attitudes to identify one's roles and responsibilities as a member of a team.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Describe team role and scope	1.1 The <i>role and objective of the team</i> is identified from available <i>sources of information</i> 1.2 Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources	1.1 Group structure 1.2 Group development 1.3 Sources of information	1.1 Communicating with others, appropriately consistent with the culture of the workplace 1.2 Developing ways in improving work structure and performing respective roles in the group or organization
2. Identify one's role and responsibility within a team	2.1 Individual roles and responsibilities within the team environment are identified 2.2 Roles and objectives of the team is identified from available <i>sources of information</i> 2.3 Team parameters, reporting relationships and responsibilities are identified based on team discussions and appropriate external sources	2.1 Team roles and objectives 2.2 Team structure and parameters 2.3 Team development 2.4 Sources of information	2.1 Communicating with others, appropriately consistent with the culture of the workplace 2.2 Developing ways in improving work structure and performing respective roles in the group or organization

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Work as a team member	3.1 Effective and appropriate forms of communications are used and interactions undertaken with team members based on company practices. 3.2 Effective and appropriate contributions made to complement team activities and objectives, based on workplace context 3.3 Protocols in reporting are observed based on standard company practices. 3.4 Contribute to the development of team work plans based on an understanding of team's role and objectives	3.1 Communication Process 3.2 Workplace communication protocol 3.3 Team planning and decision making 3.4 Team thinking 3.5 Team roles 3.6 Process of team development 3.7 Workplace context	3.1 Communicating appropriately, consistent with the culture of the workplace 3.2 Interacting effectively with others 3.3 Deciding as an individual and as a group using group think strategies and techniques 3.4 Contributing to Resolution of issues and concerns

RANGE OF VARIABLES

VARIABLE	RANGE
1. Role and objective of team	May include: <ol style="list-style-type: none"> 1.1. Work activities in a team environment with enterprise or specific sector 1.2. Limited discretion, initiative and judgement maybe demonstrated on the job, either individually or in a team environment
2. Sources of information	May include: <ol style="list-style-type: none"> 2.1. Standard operating and/or other workplace procedures 2.2. Job procedures 2.3. Machine/equipment manufacturer's specifications and instructions 2.4. Organizational or external personnel 2.5. Client/supplier instructions 2.6. Quality standards 2.7. OHS and environmental standards
3. Workplace context	May include: <ol style="list-style-type: none"> 3.1. Work procedures and practices 3.2. Conditions of work environments 3.3. Legislation and industrial agreements 3.4. Standard work practice including the storage, safe handling and disposal of chemicals 3.5. Safety, environmental, housekeeping and quality guidelines

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Worked in a team to complete workplace activity 1.2. Worked effectively with others 1.3. Conveyed information in written or oral form 1.4. Selected and used appropriate workplace language 1.5. Followed designated work plan for the job
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2. Materials relevant to the proposed activity or tasks
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1. Role play involving the participation of individual member to the attainment of organizational goal 3.2. Case studies and scenarios as a basis for discussion of issues and strategies in teamwork 3.3. Socio-drama and socio-metric methods 3.4. Sensitivity techniques 3.5. Written Test
4. Context for Assessment	<ul style="list-style-type: none"> 4.1. Competency may be assessed in workplace or in a simulated workplace setting 4.2. Assessment shall be observed while task are being undertaken whether individually or in group

UNIT OF COMPETENCY : SOLVE/ADDRESS GENERAL WORKPLACE PROBLEMS

UNIT CODE : 400311212

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to apply problem-solving techniques to determine the origin of problems and plan for their resolution. It also includes addressing procedural problems through documentation, and referral.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify routine problems	1.1 Routine <i>problems or procedural problem</i> areas are identified 1.2 Problems to be investigated are defined and determined 1.3 Current conditions of the problem are identified and documented	1.1 Current industry hardware and software products and services 1.2 Industry maintenance, service and helpdesk practices, processes and procedures 1.3 Industry standard diagnostic tools 1.4 Malfunctions and resolutions	1.1 Identifying current industry hardware and software products and services 1.2 Identifying current industry maintenance, services and helpdesk practices, processes and procedures. 1.3 Identifying current industry standard diagnostic tools 1.4 Describing common malfunctions and resolutions. 1.5 Determining the root cause of a routine malfunction

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Look for solutions to routine problems	2.1 Potential solutions to problem are identified 2.2 Recommendations about possible solutions are developed, documented , ranked and presented to appropriate person for decision	2.1 Current industry hardware and software products and services 2.2 Industry service and helpdesk practices, processes and procedures 2.3 Operating systems 2.4 Industry standard diagnostic tools 2.5 Malfunctions and resolutions. 2.6 Root cause analysis	2.1 Identifying current industry hardware and software products and services 2.2 Identifying services and helpdesk practices, processes and procedures. 2.3 Identifying operating system 2.4 Identifying current industry standard diagnostic tools 2.5 Describing common malfunctions and resolutions. 2.6 Determining the root cause of a routine malfunction
3. Recommend solutions to problems	3.1 Implementation of solutions are planned 3.2 Evaluation of implemented solutions are planned 3.3 Recommended solutions are documented and submit to appropriate person for confirmation	3.1 Standard procedures 3.2 Documentation produce	3.1 Producing documentation that recommends solutions to problems 3.2 Following established procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Problems/Procedural Problem	May include: 1.1 Routine/non – routine processes and quality problems 1.2 Equipment selection, availability and failure 1.3 Teamwork and work allocation problem 1.4 Safety and emergency situations and incidents 1.5 Work-related problems outside of own work area
2. Appropriate person	May include: 2.1 Supervisor or manager 2.2 Peers/work colleagues 2.3 Other members of the organization
3. Document	May include: 3.1 Electronic mail 3.2 Briefing notes 3.3 Written report 3.4 Evaluation report
4. Plan	May include: 4.1 Priority requirements 4.2 Co-ordination and feedback requirements 4.3 Safety requirements 4.4 Risk assessment 4.5 Environmental requirements

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Determined the root cause of a routine problem 1.2 Identified solutions to procedural problems. 1.3 Produced documentation that recommends solutions to problems. 1.4 Followed established procedures. 1.5 Referred unresolved problems to support persons.
2. Resource Implications	2.1. Assessment will require access to a workplace over an extended period, or a suitable method of gathering evidence of operating ability over a range of situations.
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Case Formulation 3.2 Life Narrative Inquiry 3.3 Standardized test <p>The unit will be assessed in a holistic manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations, which will include disruptions to normal, smooth operation. Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual workplace and will include walk through of the relevant competency components.</p>
4. Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions.

UNIT OF COMPETENCY : DEVELOP CAREER AND LIFE DECISIONS

UNIT CODE : 400311213

UNIT DESCRIPTOR : This unit covers the knowledge, skills, and attitudes in managing one's emotions, developing reflective practice, and boosting self-confidence and developing self-regulation.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Manage one's emotion	1.1 <i>Self-management strategies</i> are identified 1.2 Skills to work independently and to show initiative, to be conscientious, and persevering in the face of setbacks and frustrations are developed 1.3 Techniques for effectively handling negative emotions and <i>unpleasant situation</i> in the workplace are examined	1.1 Self-management strategies that assist in regulating behavior and achieving personal and learning goals (e.g. Nine self-management strategies according to Robert Kelley) 1.2 Enablers and barriers in achieving personal and career goals 1.3 Techniques in handling negative emotions and unpleasant situation in the workplace such as frustration, anger, worry, anxiety, etc.	1.1 Managing properly one's emotions and recognizing situations that cannot be changed and accept them and remain professional 1.2 Developing self-discipline, working independently and showing initiative to achieve personal and career goals 1.3 Showing confidence, and resilience in the face of setbacks and frustrations and other negative emotions and unpleasant situations in the workplace

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Develop reflective practice	2.1 Personal strengths and achievements, based on self-assessment strategies and teacher feedback are contemplated 2.2 Progress when seeking and responding to feedback from teachers to assist them in consolidating strengths addressing weaknesses and fulfilling their potential are monitored 2.3 Outcomes of personal and academic challenges by reflecting on previous problem solving and decision making strategies and feedback from peers and teachers are predicted	2.1 Basic SWOT analysis 2.2 Strategies to improve one's attitude in the workplace 2.3 Gibbs' Reflective Cycle/Model (Description, Feelings, Evaluation, Analysis, Conclusion, and Action plan)	2.1 Using the basic SWOT analysis as self-assessment strategy 2.2 Developing reflective practice through realization of limitations, likes/dislikes; through showing of self-confidence 2.3 Demonstrating self-acceptance and being able to accept challenges
3. Boost self-confidence and develop self-regulation	3.1 Efforts for continuous self-improvement are demonstrated 3.2 Counter-productive tendencies at work are eliminated 3.3 Positive outlook in life are maintained.	3.1 Four components of self-regulation based on Self-Regulation Theory (SRT) 3.2 Personality development concepts 3.3 Self-help concepts (e. g., 7 Habits by Stephen Covey, transactional analysis, psycho-spiritual concepts)	3.1 Performing effective communication skills – reading, writing, conversing skills 3.2 Showing affective skills – flexibility, adaptability, etc. 3.3 Self-assessment for determining one's strengths and weaknesses

RANGE OF VARIABLES

VARIABLE	RANGE
1. Self-management strategies	May include: 1.1 Seeking assistance in the form of job coaching or mentoring 1.2 Continuing dialogue to tackle workplace grievances 1.3 Collective negotiation/bargaining for better working conditions 1.4 Share your goals to improve with a trusted co-worker or supervisor 1.5 Make a negativity log of every instance when you catch yourself complaining to others 1.6 Make lists and schedules for necessary activities
2. Unpleasant situation	May include: 2.1 Job burn-out 2.2 Drug dependence 2.3 Sulking

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Express emotions appropriately 1.2 Work independently and show initiative 1.3 Consistently demonstrate self-confidence and self-discipline
2. Resource Implications	The following resources should be provided: 2.1. Access to workplace and resource s 2.2. Case studies
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1. Demonstration or simulation with oral questioning 3.2. Case problems involving work improvement and sustainability issues 3.3. Third-party report
4. Context for Assessment	4.1. Competency assessment may occur in workplace or any appropriately simulated environment

UNIT OF COMPETENCY : CONTRIBUTE TO WORKPLACE INNOVATION**UNIT CODE : 400311214****UNIT DESCRIPTOR :** This unit covers the knowledge, skills and attitudes required to make a pro-active and positive contribution to workplace innovation.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify opportunities to do things better	1.1 <i>Opportunities for improvement</i> are identified proactively in own area of work. 1.2 <i>Information</i> are gathered and reviewed which may be relevant to ideas and which might assist in gaining support for idea.	1.1 Roles of individuals in suggesting and making improvements. 1.2 Positive impacts and challenges in innovation. 1.3 Types of changes and responsibility. 1.4 Seven habits of highly effective people.	1.1 Identifying opportunities to improve and to do things better. Involvement. 1.2 Identifying the positive impacts and the challenges of change and innovation. 1.3 Identifying examples of the types of changes that are within and outside own scope of responsibility
2. Discuss and develop ideas with other	2.1 <i>People who could provide input</i> to ideas for improvements are identified. 2.2 Ways of approaching people to begin sharing ideas are selected. 2.3 Meeting is set with relevant people. 2.4 Ideas for follow up are review and selected based on feedback. 2.5 <i>Critical inquiry method</i> is used to discuss and develop ideas with others.	2.1 Roles of individuals in suggesting and making improvements. 2.2 Positive impacts and challenges in innovation. 2.3 Types of changes and responsibility. 2.4 Seven habits of highly effective people.	2.1 Identifying opportunities to improve and to do things better. Involvement. 2.2 Identifying the positive impacts and the challenges of change and innovation. 2.3 Providing examples of the types of changes that are within and outside own scope of responsibility 2.4 Communicating ideas for change through small group discussions and meetings.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Integrate ideas for change in the workplace	<p>3.1 Critical inquiry method is used to integrate different ideas for change of key people.</p> <p>3.2 Summarizing, analyzing and generalizing skills are used to extract salient points in the pool of ideas.</p> <p>3.3 Reporting skills are likewise used to communicate results.</p> <p>3.4 Current Issues and concerns on the systems, processes and procedures, as well as the need for simple innovative practices are identified.</p>	<p>3.1 Roles of individuals in suggesting and making improvements.</p> <p>3.2 Positive impacts and challenges in innovation.</p> <p>3.3 Types of changes and responsibility.</p> <p>3.4 Seven habits of highly effective people.</p> <p>3.5 Basic research skills.</p>	<p>3.1 Identifying opportunities to improve and to do things better. Involvement.</p> <p>3.2 Identifying the positive impacts and the challenges of change and innovation.</p> <p>3.3 Providing examples of the types of changes that are within and outside own scope of responsibility.</p> <p>3.4 Communicating ideas for change through small group discussions and meetings.</p> <p>3.5 Demonstrating skills in analysis and interpretation of data.</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Opportunities for improvement	May include: 1.1 Systems. 1.2 Processes. 1.3 Procedures. 1.4 Protocols. 1.5 Codes. 1.6 Practices.
2. Information	May include: 2.1 Workplace communication problems. 2.2 Performance evaluation results. 2.3 Team dynamics issues and concerns. 2.4 Challenges on return of investment 2.5 New tools, processes and procedures. 2.6 New people in the organization.
3. People who could provide input	May include: 3.1 Leaders. 3.2 Managers. 3.3 Specialists. 3.4 Associates. 3.5 Researchers. 3.6 Supervisors. 3.7 Staff. 3.8 Consultants (external) 3.9 People outside the organization in the same field or similar expertise/industry. 3.10 Clients
4. Critical inquiry method	May include: 4.1 Preparation. 4.2 Discussion. 4.3 Clarification of goals. 4.4 Negotiate towards a Win-Win outcome. 4.5 Agreement. 4.6 Implementation of a course of action. 4.7 Effective verbal communication. See our pages: Verbal Communication and Effective Speaking. 4.8 Listening. 4.9 Reducing misunderstandings is a key part of effective negotiation. 4.10 Rapport Building. 4.11 Problem Solving. 4.12 Decision Making. 4.13 Assertiveness. 4.14 Dealing with Difficult Situations.

VARIABLE	RANGE
5. Reporting skills	May include: 5.1 Data management. 5.2 Coding. 5.3 Data analysis and interpretation. 5.4 Coherent writing. 5.5 Speaking.

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Identified opportunities to do things better. 1.2 Discussed and developed ideas with others on how to contribute to workplace innovation. 1.3 Integrated ideas for change in the workplace. 1.4 Analyzed and reported rooms for innovation and learning in the workplace.
2. Resource Implications	The following resources should be provided: 2.1 Pens, papers and writing implements. 2.2 Cartolina. 2.3 Manila papers.
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Psychological and behavioral Interviews. 3.2 Performance Evaluation. 3.3 Life Narrative Inquiry. 3.4 Review of portfolios of evidence and third-party workplace reports of on-the-job performance. 3.5 Sensitivity analysis. 3.6 Organizational analysis. 3.7 Standardized assessment of character strengths and virtues applied.
4. Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions.

UNIT OF COMPETENCY : PRESENT RELEVANT INFORMATION**UNIT CODE : 400311215****UNIT DESCRIPTOR : This unit of covers the knowledge, skills and attitudes required to present data/information appropriately.**

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Gather data/information	1.1 Evidence, facts and information are collected 1.2 Evaluation, terms of reference and conditions are reviewed to determine whether data/information falls within project scope	1.1 Organisational protocols 1.2 Confidentiality 1.3 Accuracy 1.4 Business mathematics and statistics 1.5 Data analysis techniques/procedures 1.6 Reporting requirements to a range of audiences 1.7 Legislation, policy and procedures relating to the conduct of evaluations 1.8 Organisational values, ethics and codes of conduct	1.1 Describing organisational protocols relating to client liaison 1.2 Protecting confidentiality 1.3 Describing accuracy 1.4 Computing business mathematics and statistics 1.5 Describing data analysis techniques/procedures 1.6 Reporting requirements to a range of audiences 1.7 Stating legislation, policy and procedures relating to the conduct of evaluations 1.8 Stating organisational values, ethics and codes of conduct

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Assess gathered data/ information	2.1 Validity of data/ information is assessed 2.2 Analysis techniques are applied to assess data/ information. 2.3 Trends and anomalies are identified 2.4 <i>Data analysis techniques</i> and procedures are documented 2.5 Recommendations are made on areas of possible improvement.	2.1 Business mathematics and statistics 2.2 Data analysis techniques/ procedures 2.3 Reporting requirements to a range of audiences 2.4 Legislation, policy and procedures relating to the conduct of evaluations 2.5 Organisational values, ethics and codes of conduct	2.1 Computing business mathematics and statistics 2.2 Describing data analysis techniques/ procedures 2.3 Reporting requirements to a range of audiences 2.4 Stating legislation, policy and procedures relating to the conduct of evaluations 2.5 Stating organisational values, ethics and codes of conduct
3. Record and present information	3.1 Studied data/information are recorded. 3.2 Recommendations are analysed for action to ensure they are compatible with the project's scope and terms of reference. 3.3 Interim and final reports are analysed and outcomes are compared to the criteria established at the outset. 3.4 Findings are presented to stakeholders.	3.1 Data analysis techniques/ procedures 3.2 Reporting requirements to a range of audiences 3.3 Legislation, policy and procedures relating to the conduct of evaluations 3.4 Organisational values, ethics and codes of conduct	3.1 Describing data analysis techniques/ procedures 3.2 Reporting requirements to a range of audiences 3.3 Stating legislation, policy and procedures relating to the conduct of evaluations 3.4 Stating organisational values, ethics and codes of conduct practices

RANGE OF VARIABLES

VARIABLE	RANGE
1. Data analysis techniques	May include: 1.1. Domain analysis 1.2. Content analysis 1.3. Comparison technique

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Determine data / information 1.2 Studied and applied gathered data/information 1.3 Recorded and studied data/information</p> <p>These aspects may be best assessed using a range of scenarios what ifs as a stimulus with a walk- through forming part of the response. These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened.</p>
2. Resource Implications	<p>Specific resources for assessment</p> <p>2.1. Evidence of competent performance should be obtained by observing an individual in an information management role within the workplace or operational or simulated environment.</p>
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1. Written Test 3.2. Interview 3.3. Portfolio</p> <p>The unit will be assessed in a holistic manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations, which will include disruptions to normal, smooth operation. Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual workplace and will include walk through of the relevant competency components.</p>
4. Context for Assessment	<p>4.1. In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.</p>

UNIT OF COMPETENCY : PRACTICE OCCUPATIONAL SAFETY AND HEALTH POLICIES AND PROCEDURES

UNIT CODE : 400311216

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to identify OSH compliance requirements, prepare OSH requirements for compliance, perform tasks in accordance with relevant OSH policies and procedures.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify OSH compliance requirements	1.1 Relevant OSH requirements, regulations, policies and procedures are identified in accordance with workplace policies and procedures 1.2 OSH activity non-conformities are conveyed to appropriate personnel 1.3 OSH preventive and control requirements are identified in accordance with OSH work policies and procedures	1.1. OSH preventive and control requirements 1.2. Hierarchy of Controls 1.3. Hazard Prevention and Control 1.4. General OSH principles 1.5. Work standards and procedures 1.6. Safe handling procedures of tools, equipment and materials 1.7. Standard emergency plan and procedures in the workplace	1.1. Communication skills 1.2. Interpersonal skills 1.3. Critical thinking skills 1.4. Observation skills
2. Prepare OSH requirements for compliance	2.1 OSH work activity material, tools and equipment requirements are identified in accordance with workplace policies and procedures 2.2. Required OSH materials, tools and equipment are acquired in accordance with workplace policies and procedures 2.3. Required OSH materials, tools and equipment are arranged/ placed in accordance with OSH work standards	2.1. Resources necessary to execute hierarchy of controls 2.2. General OSH principles 2.3. Work standards and procedures 2.4. Safe handling procedures of tools, equipment and materials 2.5. Different OSH control measures	2.1. Communication skills 2.2. Estimation skills 2.3. Interpersonal skills 2.4. Critical thinking skills 2.5. Observation skills 2.6. Material, tool and equipment identification skills

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Perform tasks in accordance with relevant OSH policies and procedures	3.1 Relevant OSH work procedures are identified in accordance with workplace policies and procedures 3.2 Work Activities are executed in accordance with OSH work standards 3.3 <i>Non-compliance work activities</i> are reported to <i>appropriate personnel</i>	3.1. OSH work standards 3.2. Industry related work activities 3.3. General OSH principles 3.4. OSH Violations Non-compliance work activities	3.1 Communication skills 3.3 Interpersonal skills 3.4 Troubleshooting skills 3.5 Critical thinking skills 3.6 Observation skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. OSH Requirements, Regulations, Policies and Procedures	May include: <ol style="list-style-type: none"> 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Permit to Operate 1.6 Philippine Occupational Safety and Health Standards 1.7 Department Order No. 13 (Construction Safety and Health) 1.8 ECC regulations
2. Appropriate Personnel	May include: <ol style="list-style-type: none"> 2.1 Manager 2.2 Safety Officer 2.3 EHS Offices 2.4 Supervisors 2.5 Team Leaders 2.6 Administrators 2.7 Stakeholders 2.8 Government Official 2.9 Key Personnel 2.10 Specialists 2.11 Himself
3. OSH Preventive and Control Requirements	May include: <ol style="list-style-type: none"> 3.1 Resources needed for removing hazard effectively 3.2 Resources needed for substitution or replacement 3.3 Resources needed to establishing engineering controls 3.4 Resources needed for enforcing administrative controls 3.5 Personal Protective equipment
4. Non OSH-Compliance Work Activities	May include non-compliance or observance of the following safety measures: <ol style="list-style-type: none"> 4.1 Violations that may lead to serious physical harm or death 4.2 Fall Protection 4.3 Hazard Communication 4.4 Respiratory Protection 4.5 Power Industrial Trucks 4.6 Lockout/Tag-out 4.7 Working at heights (use of ladder, scaffolding) 4.8 Electrical Wiring Methods 4.9 Machine Guarding 4.10 Electrical General Requirements 4.11 Asbestos work requirements 4.12 Excavations work requirements

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1. Convey OSH work non-conformities to appropriate personnel</p> <p>1.2. Identify OSH preventive and control requirements in accordance with OSH work policies and procedures</p> <p>1.3. Identify OSH work activity material, tools and equipment requirements in accordance with workplace policies and procedures</p> <p>1.4. Arrange/Place required OSH materials, tools and equipment in accordance with OSH work standards</p> <p>1.5. Execute work activities in accordance with OSH work standards</p> <p>1.6. Report OSH activity non-compliance work activities to appropriate personnel</p>
2. Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Facilities, materials tools and equipment necessary for the activity</p>
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Observation/Demonstration with oral questioning</p> <p>3.2 Third party report</p>
4. Context for Assessment	<p>4.1 Competency may be assessed in the work place or in a simulated work place setting</p>

UNIT OF COMPETENCY : **EXERCISE EFFICIENT AND EFFECTIVE SUSTAINABLE PRACTICES IN THE WORKPLACE**

UNIT CODE : 400311217

UNIT DESCRIPTOR : This unit covers knowledge, skills and attitude to identify the efficiency and effectiveness of resource utilization, determine causes of inefficiency and/or ineffectiveness of resource utilization and convey inefficient and ineffective environmental practices.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify the efficiency and effectiveness of resource utilization	1.1 Required resource utilization in the workplace is measured using appropriate techniques 1.2 Data are recorded in accordance with workplace protocol 1.3 Recorded data are compared to determine the efficiency and effectiveness of resource utilization according to established environmental work procedures	1.1. Importance of Environmental Literacy 1.2. Environmental Work Procedures 1.3. Waste Minimization 1.4. Efficient Energy Consumptions	1.1 Recording Skills 1.2 Writing Skills 1.3 Innovation Skills
2. Determine causes of inefficiency and/or ineffectiveness of resource utilization	2.1 Potential causes of inefficiency and/or ineffectiveness are listed 2.2 Causes of inefficiency and/or ineffectiveness are identified through deductive reasoning 2.3 Identified causes of inefficiency and/or ineffectiveness are validated thru established environmental procedures	2.1 Causes of environmental inefficiencies and ineffectiveness	2.1 Deductive reasoning Skills 2.2 Critical thinking 2.3 Problem Solving 2.4 Observation Skills

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Convey inefficient and ineffective environmental practices	3.1 Efficiency and effectiveness of resource utilization are reported to <i>superiors</i> 3.2 Concerns related resource utilization are discussed with appropriate personnel 3.3 Feedback on information/ concerns raised are clarified with appropriate personnel	3.1 Appropriate Personnel to address the environmental hazards 3.2 Environmental corrective actions	3.1 Written and Oral Communication Skills 3.2 Critical thinking 3.3 Problem Solving 3.4 Observation Skills 3.5 Practice Environmental Awareness

RANGE OF VARIABLES

VARIABLE	RANGE
1. Environmental Work Procedures	May include: 1.1 Utilization of Energy, Water, Fuel Procedures 1.2 Waster Segregation Procedures 1.3 Waste Disposal and Reuse Procedures 1.4 Waste Collection Procedures 1.5 Usage of Hazardous Materials Procedures 1.6 Chemical Application Procedures 1.7 Labeling Procedures
2. Appropriate Personnel	May include: 2.1 Manager 2.2 Safety Officer 2.3 EHS Offices 2.4 Supervisors 2.5 Team Leaders 2.6 Administrators 2.7 Stakeholders 2.8 Government Official 2.9 Key Personnel 2.10 Specialists 2.11 Himself

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Measured required resource utilization in the workplace using appropriate techniques 1.2. Recorded data in accordance with workplace protocol 1.3. Identified causes of inefficiency and/or ineffectiveness through deductive reasoning 1.4. Validate the identified causes of inefficiency and/or ineffectiveness thru established environmental procedures 1.5. Report efficiency and effectiveness of resource utilization to appropriate personnel 1.6. Clarify feedback on information/concerns raised with appropriate personnel
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace 2.2 Tools, materials and equipment relevant to the tasks 2.3 PPE 2.4 Manuals and references
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Demonstration 3.2 Oral questioning 3.3 Written examination
4. Context for Assessment	<ul style="list-style-type: none"> 4.1 Competency assessment may occur in workplace or any appropriately simulated environment 4.2 Assessment shall be observed while task are being undertaken whether individually or in-group

UNIT OF COMPETENCY : **PRACTICE ENTREPRENEURIAL SKILLS IN THE WORKPLACE**

UNIT CODE : **400311218**

UNIT DESCRIPTOR : This unit covers the outcomes required to apply entrepreneurial workplace best practices and implement cost-effective operations.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Apply entrepreneurial workplace best practices	1.1 Good practices relating to workplace operations are observed and selected following workplace policy. 1.2 Quality procedures and practices are complied with according to workplace requirements. 1.3 Cost-conscious habits in resource utilization are applied based on industry standards.	1.1 Workplace best practices, policies and criteria 1.2 Resource utilization 1.3 Ways in fostering entrepreneurial attitudes: <ul style="list-style-type: none"> • Patience • Honesty • Quality-consciousness • Safety-consciousness • Resourcefulness 	1.1 Communication skills 1.2 Complying with quality procedures
2. Communicate entrepreneurial workplace best practices	2.1 Observed good practices relating to workplace operations are communicated to appropriate person . 2.2 Observed quality procedures and practices are communicated to appropriate person 2.3 Cost-conscious habits in resource utilization are communicated based on industry standards.	2.1 Workplace best practices, policies and criteria 2.2 Resource utilization 2.3 Ways in fostering entrepreneurial attitudes: <ul style="list-style-type: none"> • Patience • Honesty • Quality-consciousness • Safety-consciousness • Resourcefulness 	2.1 Communication skills 2.2 Complying with quality procedures 2.3 Following workplace communication protocol

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Implement cost-effective operations	<p>3.1 Preservation and optimization of workplace resources is implemented in accordance with enterprise policy</p> <p>3.2 Judicious use of workplace tools, equipment and materials are observed according to manual and work requirements.</p> <p>3.3 Constructive contributions to office operations are made according to enterprise requirements.</p> <p>3.4 Ability to work within one's allotted time and finances is sustained.</p>	<p>3.1 Optimization of workplace resources</p> <p>3.2 5S procedures and concepts</p> <p>3.3 Criteria for cost-effectiveness</p> <p>3.4 Workplace productivity</p> <p>3.5 Impact of entrepreneurial mindset to workplace productivity</p> <p>3.6 Ways in fostering entrepreneurial attitudes:</p> <ul style="list-style-type: none"> • Quality-consciousness • Safety-consciousness 	<p>3.1 Implementing preservation and optimizing workplace resources</p> <p>3.2 Observing judicious use of workplace tools, equipment and materials</p> <p>3.3 Making constructive contributions to office operations</p> <p>3.4 Sustaining ability to work within allotted time and finances</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Good practices	May include: 1.1 Economy in use of resources 1.2 Documentation of quality practices
2. Resources utilization	May include: 2.1 Consumption/ use of consumables 2.2 Use/Maintenance of assigned equipment and furniture 2.3 Optimum use of allotted /available time

EVIDENCE GUIDE

1. Critical aspects of competency	Assessment requires evidence that the candidate: 1.1 Demonstrated ability to identify and sustain cost-effective activities in the workplace 1.2 Demonstrated ability to practice entrepreneurial knowledge, skills and attitudes in the workplace.
2. Resource Implications	The following resources should be provided: 2.1 Simulated or actual workplace 2.2 Tools, materials and supplies needed to demonstrate the required tasks 2.3 References and manuals 2.3.1 Enterprise procedures manuals 2.3.2 Company quality policy
3. Methods of Assessment	Competency in this unit should be assessed through: 3.1 Interview 3.2 Third-party report
4. Context of Assessment	4.1 Competency may be assessed in workplace or in a simulated workplace setting 4.2 Assessment shall be observed while tasks are being undertaken whether individually or in-group

COMMON COMPETENCIES

UNIT OF COMPETENCY : **APPLY FREIGHT FORWARDING DOCUMENTATION SERVICES AND WORKPLACE PROCEDURES**

UNIT CODE : **MTO491201**

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to apply freight forwarding documentation services and workplace procedures.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Gain understanding on the different terminologies used in freight forwarding and shipping	1.1 Common freight forwarding terminologies are familiarized in accordance with global practices. 1.2 Shipping terminologies are familiarized in accordance with global practices. 1.3 Incoterms are familiarized in accordance with global trading practices.	1.1. Workplace procedures and standards 1.2. Workplace structures and the roles and responsibilities of Freight forwarder 1.3. Freight forwarding, shipping and trade terminologies	1.1. Communicating effectively with others when completing workplace orientation 1.2. Reading and interpreting instructions, procedures, information and signs relevant to work activities 1.3. Interpreting and following operational instructions 1.4. Identifying and correctly using terminologies, processes and procedures 1.5. Selecting and using appropriate terminologies
2. Apply freight forwarding and shipping terminologies in communication with overseas agents, clients and other stakeholders	2.1 Necessary protocols and formats are used in accordance with standard operating procedures.	2.1 Workplace procedures and standards 2.2 Workplace structures and the roles and responsibilities of Freight forwarder	2.1 Communicating effectively with others when completing workplace orientation 2.2 Reading and interpreting instructions,

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.2 Proper tools and equipment are identified and used in accordance with workplace procedures 2.3 Responses in communications are made in accordance with agreed timelines	2.3 Freight forwarding, shipping and trade terminologies 2.4 Proper use of computer and mobile software application.	procedures, information and signs relevant to work activities 2.3 Interpreting and following operational instructions 2.4 Identifying and correctly using terminologies, processes and procedures 2.5 Selecting and using appropriate terminologies
3. Receive and prepare work assignment including documents for processing	3.1 Required documents for processing are identified in accordance with standard operating procedure 3.2 The itinerary is prepared according to priority of work assignment 3.3 Prepared itinerary is submitted for approval to the immediate superior.	3.1 Organizational policy and procedures relating to liaison and documentation clerk with other organizations 3.2 Role as liaison personnel and documentation clerk. 3.3 Knowledge of current practices and procedures for communicating in the workplace 3.4 Follow protocols and procedures 3.5 Awareness of the approach to the specific government agencies to deal with such as DOF, BIR, BOC, DTI etc. for clearance procurement, and other private agencies	3.1 Networking and developing relationships 3.2 Negotiation skills 3.3 Social skills. 3.4 Write legibly 3.5 Accomplish required form details completely and accurately

RANGE OF VARIABLES

VARIABLE	RANGE
1. Freight Forwarding Terminologies	May include: 1.1 Freight collect 1.2 Freight prepaid 1.3 Container freight station 1.4 Container yard 1.5 Stripping 1.6 stuffing 1.7 Said to contain 1.8 Stowage plan 1.9 Shipper's stowed, load and count 1.10 Estimate time of arrival 1.11 Estimated time of departure
2. Shipping terms	May include: 2.1 full liner term 2.2 free in and out 2.3 berthing 2.4 shipside discharge 2.5 direct discharge 2.6 hook to hook
3. Incoterms	May include: 3.1 Ex works 3.2 Free on board 3.3 Cost and Freight 3.4 Cost, insurance, and Freight
4. Protocols and Formats	May include: 4.1 Heirarchial 4.2 Business ethics 4.3 Command responsibility 4.4 Established templates 4.5 E-mail ethics
5. Tools and Equipment	May include: 5.1 Computer 5.2 Weighing scale 5.3 Typewriter 5.4 Measuring tools
6. Required Documents	May include: 6.1 delivery order 6.2 bank or company guarantee 6.3 container guarantee 6.4 duly endorsed bill of lading 6.5 Validated manifest
7. Work Assignments	May include: 7.1 Duties and responsibilities 7.2 Deadlines 7.3 Project work 7.4 Reports

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Described relevant freight information and applied in the workplace in relation to the customer and relevant parties</p> <p>1.2 Executed freight forwarding tasks as assigned in the workplace</p> <p>1.3 Utilized tools and equipment and knowledge relevant in the freight logistics industry</p>
2. Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Workplace Environment</p> <p>2.2 Tools, Materials, Equipment and new technologies relevant to the unit of competency</p> <p>2.3 Manuals</p>
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Written Test</p> <p>3.2 Direct observation and oral questioning</p> <p>3.3 Interview</p>
4. Context of Assessment	<p>4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.</p>

UNIT OF COMPETENCY : **PERFORM WORKPLACE SECURITY AND SAFETY**

UNIT CODE : **MT0491202**

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to follow security procedures in the workplace. It includes identifying security threats or situations and responding thereof.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Maintain security of the workplace	1.1 Any breach of security requirements are reported promptly to designated personnel in accordance with workplace safety and security procedures 1.2 Potential security concerns are identified and reported to the appropriate authorities in accordance with company policies. 1.3 Security in the workplace is maintained and monitored in accordance with established procedures.	1.1. Applicable transport security legislation including relevant international, national laws, regulations, codes and/or guidelines 1.2. Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies 1.3. Relevant quarantine and bond regulations and requirements 1.4. Relevant OS&H and environmental protection procedures and guidelines 1.5. Common security threats and incidents that may occur and related roles and responsibilities of personnel when reporting them and responding to them	1.1. Communicating effectively with concerned parties when following security procedures 1.2. Reading and interpreting instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace safety and security 1.3. Completing required documentation and reports related to safety and security procedures 1.4. Applying procedures for safety, security checks and precautions as per limits of role and responsibilities

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Familiarize with workplace safety and security policies and procedures	<p>2.1 Safety and Security orientation are attended in accordance to workplace procedures</p> <p>2.2 Safety and Security procedures are applied in accordance with workplace policy</p> <p>2.3 Safety and Security procedures are maintained in accordance with workplace policy.</p>	<p>2.1 Applicable Department of Labor and Employment safety and health standards.</p> <p>2.2 Relevant workplace security program and policies and procedures</p> <p>2.3 Relevant OS&H and environmental protection procedures and guidelines</p> <p>2.4 Common security threats and incidents that may occur and related roles and responsibilities of personnel when reporting them and responding to them</p>	<p>2.1 Communicating effectively with concerned parties when following security procedures</p> <p>2.2 Reading and interpreting instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace safety and security</p> <p>2.3 Completing required documentation and reports related to safety and security procedures</p> <p>2.4 Applying procedures for safety, security checks and precautions as per limits of role and responsibilities</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Identify a security threat or situation	<p>3.1 Security threat or situation is promptly identified and assessed and response is prioritized in accordance with the workplace security program and procedures</p> <p>3.2 Implications of the security threat or situation are evaluated in accordance with workplace security program and procedures</p>	<p>3.1 Applicable transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines</p> <p>3.2 Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies</p> <p>3.3 Common security threats and incidents that may occur in the workplace and related roles and responsibilities of personnel when reporting them and responding to them</p> <p>3.4 Relevant quarantine and bond regulations and requirements</p> <p>3.5 Relevant OS&H and environmental protection procedures and guidelines</p> <p>3.6 Signs of forced entry, theft and interference in the workplace</p> <p>3.7 Common security problems that may occur when carrying out operations in the transport and logistics industries, and action that can be taken to address and resolve the problems</p>	<p>3.1 Identifying and solving and/or reporting problems that arise when following security procedures</p> <p>3.2 Recognizing signs of pillage, theft and interference with stocks and goods</p> <p>3.3 Recognizing signs of security threats and situations</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
4. Respond to a security threat or situation	<p>4.1 Response to an identified security threat or situation is in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan</p> <p>4.2 Security threats or incidents are handled appropriately in accordance with established response plan and within limits of responsibility using available communications in the work area</p>	<p>4.1 Common security problems that may occur when carrying out operations in the workplace and action that can be taken to address and resolve the problems</p> <p>4.2 Relevant documentation and reporting requirements</p>	<p>4.1 Completing required documentation and reports related to security procedures</p> <p>4.2 Working collaboratively with others when following security procedures</p> <p>4.3 Modifying activities depending on differing workplace contexts risk situations and environments</p> <p>4.4 Applying security programs and procedures in-response to identified security threats</p> <p>4.5 Promptly reporting and/or rectifying any identified problems that may arise when following security procedures in accordance with regulatory requirements and workplace procedures</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Security Measures	May include: 1.1 security guards at access points and gates to secured areas 1.2 locked doors, gates and fences 1.3 use of personal electronic access cards 1.4 recording of carrier and vehicle registration details at gates and checkpoints 1.5 bag check points 1.6 escorts for visitors in restricted areas 1.7 access control in and out of restricted security areas 1.8 use of ID cards 1.9 video surveillance equipment 1.10 X-ray screening of baggage, cargo and goods 1.11 explosives trace detection (ETD) screening of passengers, baggage, cargo and goods 1.12 screening of passengers using hand-held and walk through magnetometers
2. Workplace Security Procedures	May include: 2.1 Established security procedures 2.2 Standard operating procedures 2.3 Company procedures 2.4 Enterprise procedures 2.5 Organizational procedures
3. Communications	May include: 3.1 Phone 3.2 Radio 3.3 Fax 3.4 Email 3.5 Electronic data transfer (EDI) 3.6 Internet 3.7 Oral, aural or signed communications

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Secured goods and cargo in accordance with workplace security procedures and applicable security regulations</p> <p>1.2 Checked and maintained seals, tamper proof packaging, locks and other security measures on goods or cargo in accordance with workplace security procedures</p> <p>1.3 Identified and assessed security threat or situation in accordance with the workplace security program and procedures</p> <p>1.4 Responded to an identified security threat or situation in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan</p> <p>1.5 Handled appropriately any security threats or incidents in accordance with established response plan and within limits of responsibility</p>
2. Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Workplace location</p> <p>2.2 Materials and new technologies relevant to the unit of competency</p> <p>2.3 Technical plans, drawings and specifications relevant to the activities</p>
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Written Test</p> <p>3.2 Direct Observation</p> <p>3.3 Oral Questioning</p>
4. Context of Assessment	<p>4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.</p>

UNIT OF COMPETENCY : **PROVIDE EFFECTIVE CUSTOMER SERVICE**

UNIT CODE : **MTO491203**

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to provide effective customer service skills to relevant workplace operations. It includes dealing with customer inquiries and monitoring customer satisfaction.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Deal with customer inquiries	1.1 Customer inquiries are dealt with courteously and efficiently both by phone and face to face 1.2 Questions are used to clarify the customer's needs or concerns 1.3 Assistance from other staff is sought when a customer's inquiry cannot be fully answered 1.4 Knowledge of products, services and/or operations is used to answer customer queries or to respond to customers' needs	1.1 Workplace procedures relevant to work activities 1.2 Communication etiquettes 1.3 Techniques in dealing with Customer inquiries using computer and phone application. 1.4 Customer service policies and procedures 1.5 Types of operations carried out in the workplace concerned	1.1 Dealing with customer inquiries courteously and efficiently both by phone and face to face 1.2 Seeking assistance from other staff when a customer's inquiry cannot be fully answered 1.3 Communicating effectively with others when providing customer service, including the use of telephone techniques 1.4 Handling customer queries and complaints

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Monitor customer satisfaction	2.1 Customer requirements are dealt with according to workplace procedures 2.2 Appropriate feedback is provided to managers and internal and/or external customers 2.3 Customer inquiries and associated action are recorded and reported in accordance with <i>workplace procedures</i>	2.1 Sources of information and documentation needed to assess customer satisfaction 2.2 Methods of dealing with Customer requirements 2.3 Methods of recording customer inquiries and associated action 2.4 Appropriate methods of providing feedback to managers and internal and/or external customers	2.1 Providing appropriate feedback to managers and internal and/or external customers 2.2 Recording and reporting customer inquiries and associated action 2.3 Completing documentation related to the provision of customer service 2.4 Writing simple reports and recording of inquiries

RANGE OF VARIABLES

VARIABLE	RANGE
1. Customer	May include: 1.1 Internal 1.2 External
2. Customer Requirements	May include: 2.1 Carriers charges 2.2 Forwarders charges 2.3 Arrival notice 2.4 Cargo status 2.5 Special handling instruction
3. Workplace Procedures	May include: 3.1 Enterprise procedures 3.2 Organizational procedures 3.3 Established departmental procedures 3.4 Work Procedure / Processes Flow 3.1 Client procedures and service level agreement
4. Handling and Documentation Requirements	May include: 4.1 shipping instruction 4.2 MSDS 4.3 Special handling 4.4 Commodity clearance or permit

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Dealt with customer inquiries courteously and efficiently both by phone, email, social media and face to face</p> <p>1.2 Used knowledge of products, services and/or operations to answer customer queries or to respond to customers' needs</p> <p>1.3 Provided appropriate feedback to managers and internal and/or external customers</p> <p>1.4 Recorded and reported customer inquiries and associated action are in accordance with workplace procedures</p>
2. Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Workplace location</p> <p>2.2 Materials and new technologies relevant to the unit of competency</p> <p>2.3 Technical plans, drawings and specifications relevant to the activities</p>
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Written Test</p> <p>3.2 Direct observation and oral questioning</p> <p>3.3 Demonstration with oral questioning</p>
4. Context of Assessment	<p>4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.</p>

UNIT OF COMPETENCY : CONTRIBUTE TO QUALITY SYSTEMS

UNIT CODE : MTO491204

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to contribute quality procedures within work activities. It includes applying quality concepts to work, planning and evaluating improvements in work processes and implementing improvements confirmed through tests and evaluation.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Apply quality concepts	1.1 Responsibility is taken for quality of own work when providing services or products to meet customer needs 1.2 Work is completed in accordance with workplace standards as defined in enterprise policies and procedures 1.3 Basic quality concepts are applied to work activities	1.1. Ways of meeting external and internal customer needs in providing quality services or products 1.2. Means of completing work 1.3. Basic quality concepts applied to work activities 1.4. Workplace quality assurance and improvement principles and procedures 1.5. Typical quality-related problems that may arise in work operations and products, and related options for action and solutions	1.1. Providing quality work/services or products to meet external and internal customer needs 1.2. Completing work in accordance with workplace standards as defined in enterprise policies and procedure 1.3. Applying basic quality concepts to work activities 1.4. Reading and interpreting instructions and information relevant to quality procedures and standards 1.5. Completing documentation related to quality procedures and standards 1.6. Working collaboratively with others when applying quality procedures and standards

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Test and evaluate improvements	2.1 Improvements to work processes are tested and evaluated 2.2 Evaluation of improvements to work processes are checked for improvement outcomes and compliance with workplace requirements	2.1 Methods of testing and evaluating improvements to work processes 2.2 Steps and procedures of checking for improvement outcomes and compliance with workplace requirements 2.3 Typical quality-related problems that may arise in work operations and products, and related options for action and solutions	2.1 Testing Improvements to work processes 2.2 Evaluating improvements to work processes 2.3 Checking for improvement outcomes and compliance with workplace requirements 2.4 Reporting and/or rectifying any identified quality-related problems in accordance with workplace procedures
3. Implement improvements	3.1 Improvement initiatives tested and confirmed as successful are implemented in accordance with enterprise procedures 3.2 Work is completed in accordance with workplace procedure	3.1 Methods of implementing a tested and confirmed Improvement initiative 3.2 Impact of job on enterprise and individual performance 3.3 Ways of completing work in accordance with workplace procedure 3.4 Workplace quality assurance and improvement principles and procedure	3.1 Implementing a successful tested and confirmed Improvement initiative in accordance with enterprise procedures 3.2 Completing work in accordance with workplace procedure 3.3 Completing documentation related to quality procedures and standards 3.4 Reporting and/or rectifying any identified quality-related problems in accordance with workplace procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Customer Needs	May include: 1.1 External 1.2 Internal
2. Workplace Procedure	May include: 2.1 Established security procedures 2.2 Standard operating procedures 2.3 Company procedures 2.4 Enterprise procedures 2.5 Organizational procedures

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Completed work in accordance with workplace standards as defined in enterprise policies and procedures 1.2 Applied basic quality concepts to work activities 1.3 Tested and evaluated improvements to work processes 1.4 Checked evaluation of improvements for outcomes and compliance with workplace requirements 1.5 Implemented the tested and confirmed improvement initiatives in accordance with enterprise procedures
2. Resource Implications	The following resources should be provided: 2.1 Workplace Location 2.2 Materials and new technologies relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Written Test 3.2 Direct observation 3.3 Oral questioning
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

UNIT OF COMPETENCY : PERFORM COMPUTER OPERATIONS

UNIT CODE : MTO491205

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes and values needed to perform computer operations which include inputting, accessing, producing and transferring data using the appropriate hardware and software

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Plan and prepare for task to be undertaken	1.1. Requirements of task are determined 1.2. Appropriate hardware and software are selected according to task assigned and required outcome 1.3. Task is planned to ensure OSH guidelines and procedures are followed	1.1. Means of determining requirements of task 1.2. Method of selecting appropriate hardware and software according to task assigned and required outcome 1.3. Manner of planning task to ensure OSH guidelines and procedures are followed 1.4. Basic ergonomics of keyboard and computer use 1.5. Main types of computers and basic features of different operating systems 1.6. Main parts of a computer 1.7. Storage devices and basic categories of memory 1.8. Relevant types of software	1.1. Determining requirements of task 1.2. Selecting appropriate hardware and software according to task assigned and required outcome 1.3. Planning task to ensure OS & H guidelines and procedures are followed 1.4. Reading skills required to interpret work instruction 1.5. Communication skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Input data into computer	2.1 Data are entered into the computer using appropriate program/ application in accordance with company procedures 2.2 Accuracy of information is checked and information is saved in accordance with standard operating procedures 2.3 Inputted data are stored in storage media according to requirements 2.4 Work is performed within ergonomic guidelines	2.1 Method of entering data into the computer using appropriate program/application in accordance with company procedures 2.2 Accuracy of information is checked and information is saved in accordance with standard operating procedures 2.3 Means of storing inputted data in storage media according to requirements 2.4 Technique of performing work within ergonomic guidelines 2.5 Identifying General security 2.6 Viruses 2.7 OS & H principles and responsibilities 2.8 Calculating computer capacity	2.1 Entering data into the computer using appropriate program/ application in accordance with company procedures 2.2 Checking Accuracy of information and saving in accordance with standard operating procedures 2.3 Storing inputted data in storage media according to requirements 2.4 Performing work within ergonomic guidelines
3. Access information using computer	3.1 Correct program/ application is selected based on job require 3.2 Program/ application containing the information required is accessed according to company procedures 3.3 Desktop icons are correctly	3.1 Means of selecting Correct program/application is based on job requirements 3.2 Manner of accessing program/application containing the information required according to company procedures 3.3 Ways of selecting, opening and	3.1 Selecting correct program/ 3.2 Application based on job requirements 3.3 Accessing program/ 3.4 Application containing the information required according to company procedures

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>selected, opened and closed for navigation purposes</p> <p>3.4 Keyboard techniques are carried out in line with OS&H requirements for safe use of keyboards</p>	<p>closing desktop icons correctly for navigation purposes</p> <p>3.4 Carrying out keyboard techniques in line with oh & s requirements for safe use of keyboards</p>	<p>3.5 Selecting, opening and closing desktop icons correctly for navigation purposes</p> <p>3.6 Carrying out keyboard techniques in line with OS & H requirements for safe use of keyboards</p>
4. Produce/output data using computer system	<p>4.1 Entered data are processed using appropriate software commands</p> <p>4.2 Data are printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures</p> <p>4.3 Files and data are transferred between compatible systems using computer software, hardware and peripheral devices in accordance with standard operating procedures</p>	<p>4.1 Workplace policies and procedure</p> <p>4.2 Procedure of processing entered data using appropriate software commands</p> <p>4.3 Method of printing out data as required using computer hardware/peripheral devices in accordance with standard operating procedures</p> <p>4.4 Techniques of transferring files and data between compatible systems using computer software, hardware/peripheral devices in accordance with standard operating procedures</p>	<p>4.1 Processing entered data using appropriate software commands</p> <p>4.2 Printing out data as required using computer hardware/peripheral devices in accordance with standard operating procedures</p> <p>4.3 Transferring files and data between compatible systems using computer software, hardware/peripheral devices in accordance with standard operating procedures</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
5. Maintain computer equipment and systems	5.1 Systems for cleaning, minor <i>maintenance</i> and replacement of consumables are implemented 5.2 Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures 5.3 Basic file maintenance procedures are implemented in line with the standard operating procedures	5.1 Method of implementing Systems for cleaning, minor maintenance and replacement of consumables 5.2 Implementing procedures for ensuring security of data, including regular back-ups and virus checks in accordance with standard operating procedures 5.3 Technique of implementing basic file maintenance procedures in line with the standard operating procedures	5.1 Implementing systems for cleaning, minor maintenance and replacement of consumables 5.2 Implementing procedures for ensuring security of data, including regular back-ups and virus checks in accordance with standard operating procedures 5.3 Implementing basic file maintenance procedures in line with the standard operating procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Software	May include: 1.1. Word processing packages 1.2. Data base packages 1.3. Internet 1.4. Spreadsheets
2. OS & H guidelines	May include: 2.1. OS & H guidelines 2.2. Enterprise procedures
3. Storage Media	May include: 3.1. CDs 3.2. hard disk drives, local and remote 3.3. flash drive 3.4. external drive
4. Ergonomic Guidelines	May include: 4.1. Types of equipment used 4.2. Appropriate furniture 4.3. Seating posture 4.4. Lifting posture 4.5. Visual display unit screen brightness
5. Desktop icons	May Include:: 5.1. Directories/folders 5.2. Files 5.3. Network devices 5.4. Recycle bin
6. Hardware and Peripheral Devices	May include: 6.1. Personal computers 6.2. Networked systems 6.3. Communication equipment 6.4. Printers 6.5. Scanners 6.6. Keyboard 6.7. Mouse
7. Maintenance	May include: 7.1. Creating more space in the hard disk 7.2. Reviewing programs 7.3. Deleting unwanted files 7.4. Backing up files 7.5. Checking hard drive for errors 7.6. Using up to date anti-virus programs 7.7. Cleaning dust from internal and external surfaces

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Selected and used hardware components correctly and according to the task requirement 1.2. Identified and explain the functions of both hardware and software used, their general features and capabilities 1.3. Produced accurate and complete data in accordance with the requirements 1.4. Used appropriate devices and procedures to transfer files/data accurately 1.5. Maintained computer system
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace location 2.2 Materials and new technologies relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written Test 3.2 Direct Observation 3.3 Oral Questioning 3.4 Demonstration with questioning
4. Context of Assessment	<p>4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.</p>

CORE COMPETENCIES

UNIT OF COMPETENCY : **PERFORM INDUSTRY CALCULATION IN FREIGHT FORWARDING AND DOCUMENTATION SERVICES**

UNIT CODE : **MTO432301**

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to carry out basic routine workplace calculations. It specifically includes carrying out required mathematical operations; preparing basic estimates of mass, size and volume; and interpreting basic graphical representations of mathematical information.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Carry out calculations	1.1 Volume and weight are identified and calculated as required in workplace tasks 1.2 Calculations needed to complete work tasks are performed using the four basic processes of addition, subtraction, multiplication and division or any appropriate 1.3 Calculations involving fractions, percentages and mixed numbers, and using the four basic processes, are performed as required to complete workplace procedures 1.4 The functions of a calculator, numeric keypad or computer are used to perform mathematical operations	1.1. Basic mathematical operations and techniques 1.2. Ways of representing basic mathematical information 1.3. Procedures for identifying and using relevant workplace technology when carrying out workplace calculations 1.4. Typical mathematical problems, and appropriate action and solutions 1.5. Functions and use of calculator, numeric keypads, and computer	1.1 Counting of items singly and in batches and storing numerically as required in workplace tasks 1.2 Performing needed calculations to complete work tasks using the four basic processes of addition, subtraction, multiplication and division 1.3 Performing calculations involving fractions, percentages and mixed numbers, and using the four basic processes 1.4 Communicating effectively with others when carrying out basic workplace calculations

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	1.5 Numerical information is self-checked and corrected for accuracy		1.5 Checking and correcting numerical information for accuracy 1.6 Reading and interpreting instructions, procedures and information relevant to basic workplace calculations 1.7 Using calculators, numeric keypads and computer
2. Prepare cost estimates	2.1 Cargo weight and dimension are identified in accordance with standard operating procedure. 2.2 Standard tariff for destination charges and/or agreed rates are applied in accordance with standard operating procedure. 2.3 Applicable foreign exchange rate conversion is used for cost estimate In accordance with industry practice. 2.4 Quantities of materials and resources required to complete a work task are estimated 2.5 Accurate estimates for work completion are made	2.1 Knowledge, Theory, Application, Systems Operation 2.2 Technology 2.3 Techniques of estimating quantities of materials and resources 2.4 Techniques for making an accurate estimate of completing a particular work/activity	2.1 Estimating quantities of materials and resources required to complete a work task 2.2 Making accurate estimates for work completion 2.3 Communicating effectively with others when carrying out basic workplace calculations 2.4 Completing documentation 2.5 Working systematically 2.6 systematically with required attention to detail

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Interpret graphical representations of mathematical information	3.1 Information represented in symbols, diagrams, markings, signage and pictorial representations are recognized. 3.2 Applicable format presentation is established in accordance with company procedure. 3.3 Comparative variances of performance data are established in accordance with company procedure.	3.1 Methods of interpreting, recognizing and representing, information in symbols, diagrams, logos, pictorial representations and other visual materials	3.1 Recognizing, information represented in symbols, diagrams, pictorial representations and other visual materials 3.2 Interpreting information represented in symbols, diagrams, pictorial representations and other visual materials

RANGE OF VARIABLES

VARIABLE	RANGE
1. Calculations	May include: 1.1 Money 1.2 Volume 1.3 Time 1.4 Dimensions 1.5 Length and distance 1.6 Area 1.7 Perimeter 1.8 Capacity
2. Workplace Procedures	May include: 2.1 Company procedures 2.2 Organizational procedures 2.3 Established procedures 2.4 Environmental policies and procedures 2.5 OSH procedures 2.6 Client procedures and service level agreement
3. Mathematical Operations	May include: 3.1 Multiplication 3.2 Division 3.3 Addition 3.4 Subtraction 3.5 Fraction 3.6 Percentages 3.7 Ratio and proportion 3.8 Conversion
4. Destination Charges	May include: 4.1 Documentation Fee 4.2 Turnover Fees 4.3 Manifest Fee 4.4 Terminal Handling Charge 4.5 Shipping Line's Charges 4.6 Currency Adjustment Factor
5. Comparative Variances	May include: 5.1 Percentage Variance 5.2 Line Graph 5.3 Break Even Points and Threshold

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Performed calculations involving fractions, percentages and mixed numbers using the four basic processes as required to complete workplace procedures</p> <p>1.2 Made accurate estimates to complete assigned work/activities</p> <p>1.3 Recognized, interpreted and acted upon information represented in symbols, diagrams markings, signage and pictorial representations in workplace task</p>
2. Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Workplace location</p> <p>2.2 Materials and new technologies relevant to the unit of competency</p> <p>2.3 Technical plans, drawings and specifications relevant to the activities</p>
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Written Test</p> <p>3.2 Oral Questioning</p> <p>3.3 Demonstration with questioning</p>
4. Context of Assessment	<p>4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.</p>

UNIT OF COMPETENCY: **PROCESS TRANSPORT DOCUMENTS FOR IMPORT CARGO**

UNIT CODE : **MTO432302**

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to identify, collate, and process import cargo. Legislative, regulatory or certification requirements maybe applicable to this unit.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Gather applicable documentation requirements for import cargo.	1.1 Documentation requirements are identified in accordance with established standard procedures. 1.2 Commodity type, size, commercial value, shipping method, classification are assessed according to established standards and procedures 1.3 Import documentary requirements are gathered and any missing document or discrepancy for rectification is identified and reported to the superior in accordance with workplace and regulatory procedures. 1.4 Established timelines and procedures for gathering import	1.1 International standards, criteria and certification requirements 1.2 Customer information including: 1.2.1 Documentation 1.2.2 Freight charges 1.2.3 General freight forwarding requirements 1.2.4 Legislative requirements 1.2.5 Customer service policies and procedures 1.2.6 Verbal or written signed communications , client specifications, supplier and/or client instructions 1.3 Parameters of freight forwarding services relevant to customer requirements including: 1.3.1 Fiduciary and legal responsibilities 1.3.2 Freight forwarding procedures	1.1 Apply transport and documentation procedures 1.2 Recording 1.3 Retaining relevant records 1.4 Organizational skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	shipping documents are observed in compliance with workplace and regulatory procedure	1.3.3 Insurance requirements 1.3.4 payment requirements 1.3.5 transport modes 1.3.6 consignment methods 1.4 Requirements for work including: 1.4.1 authorities and permits 1.4.2 Freight forwarding protocols	
2. Prepare import documentary requirements	2.1 <i>Import shipping documents</i> obtained are checked for accuracy and completeness in accordance with import requirements and procedures. 2.2 <i>Arrival details</i> are monitored and confirmed with the carriers in accordance with work procedures 2.3 preparation and submission of <i>inward foreign manifest</i> in accordance with customs regulations and workplace procedures.	2.1 International standards, criteria and certification requirements 2.2 Customer information including: 2.2.1 Documentation 2.2.2 Freight charges 2.2.3 General freight forwarding requirements 2.2.4 Legislative requirements 2.2.5 Customer service policies and procedures 2.3 Parameters of freight forwarding services relevant to customer requirements including: 2.3.1 Fiduciary and legal responsibilities 2.3.2 Freight forwarding procedures 2.3.3 Insurance requirements	3.1 Advising on procedures and protocols for forwarding various cargo to different destinations 3.2 Advising on relevant regulations and required documentation 3.3 Applying relevant codes of practice and legislative requirements including local and international freight 3.4 Communicating effectively 3.5 Reading and interpreting relevant instructions, procedures, information and signs 3.6 Rectifying identified problems promptly

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		2.3.4 Payment requirements and procedures 2.3.5 Relevant legislative requirements 2.3.6 Types of transport modes 2.3.7 Various consignment methods.	
3 Issue documentary requirements for import delivery	3.1 Arrival notice is issued to the consignee 3.2 All import documentary requirements to facilitate transfer and stripping of import cargoes are prepared. 3.3 Delivery order is issued to consignee or its authorized representative upon fulfillment of all documentary and financial requirements 3.4 Other documentary requirements and procedures to address discrepancies in accordance with standard procedure	3.1 International standards, criteria and certification requirements 3.2 Customer information including: 3.2.1 documentation 3.2.2 freight charges 3.2.3 general freight forwarding requirements 3.2.4 legislative requirements 3.2.5 customer service policies and procedures 3.3 Parameters of freight forwarding services relevant to customer requirements including: 3.3.1 fiduciary and legal responsibilities 3.3.2 freight forwarding procedures 3.3.3 insurance requirements 3.3.4 payment requirements and procedures	3.1 Advising on procedures and protocols for forwarding various cargo to different destinations 3.2 Advising on relevant regulations and required documentation 3.3 Applying relevant codes of practice and legislative requirements including local and international freight 3.4 Communicating effectively 3.5 Interpreting relevant instructions, procedures, information and signs 3.6 Rectifying identified problems promptly

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		3.3.5 relevant legislative requirements 3.3.6 types of transport modes 3.3.7 various consignment methods.	
4. Track and update status of import cargo	4.1 Any cargo <i>irregularity</i> is reported to the superior for appropriate action in accordance with workplace and regulatory procedures. 4.2 Status of cargo release is monitored and reported to the superior in accordance with agreed lead time and regulatory requirements. 4.3 Any special instructions are coordinated with concerned parties in accordance with client's and workplace requirements	4.1 International standards, criteria and certification requirements 4.2 Customer information including: 4.2.1 documentation 4.2.2 freight charges 4.2.3 general freight forwarding requirements 4.2.4 legislative requirements 4.2.5 customer service policies and procedures 4.2.6 supplier and/or client instructions 4.3 Parameters of freight forwarding services relevant to customer requirements including: 4.3.1 fiduciary and legal responsibilities 4.3.2 freight forwarding procedures 4.3.3 insurance requirements 4.3.4 payment requirements 4.3.5 relevant legislative requirements	4.1 Advising on procedures and protocols for forwarding various cargo to different destinations 4.2 Advising on relevant regulations and required documentation 4.3 Applying relevant codes of practice and legislative requirements including local and international freight 4.4 Communicating effectively with others when providing freight forwarding services to customers 4.5 Creating documentation related to providing freight forwarding services to customers 4.6 Modelling excellence in providing freight forwarding information and customer service

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		<p>4.4 Relevant codes of practice and legislative requirements including local and international freight regulations including:</p> <p>4.4.1 regulations and codes of practice for international and domestic freight transport</p> <p>4.4.2 local and international standards and certification requirements</p> <p>4.4.3 Appropriate action that can be taken to prevent or solve these problems</p> <p>4.4.4 Relevant computer and mobile software application for cargo status, track and trace.</p>	<p>4.7 Modifying activities depending on operational contingencies, risk situations and environments</p> <p>4.8 Monitoring work activities in terms of planned schedule</p> <p>4.9 Providing information to customers on freight forwarding operations</p> <p>4.10 Interpreting relevant instructions, procedures, information and signs</p> <p>4.11 Reporting and/or rectifying identified problems promptly</p> <p>4.12 Retaining records and documentation</p> <p>4.13 Working collaboratively with others when providing freight forwarding services to customers</p> <p>4.14 Working systematically with required attention to detail.</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Commodity Type	May include: 1.1 General Cargo 1.2 Dangerous Goods 1.3 Perishable 1.4 Bulk or Containerized
2. Size	May include: 2.1 Out of Gauge 2.2 Heavy Lift 2.3 LCL 2.4 FCL
3. Commercial Value	May include: 3.1 Valuable Cargo 3.2 Non-Valuable Cargo
4. Shipping Method	May include: 4.1 Unitized 4.2 Loose 4.3 Break Bulk 4.4 Bulk 4.5 Chartered 4.6 Roll on – Roll off 4.7 Overland 4.8 Rail
5. Classification	May include: 5.1 Transshipment cargo 5.2 Bonded 5.3 Consumption 5.4 Temporary importation 5.5 consolidation
6. Customer	May include: 6.1 Consignee 6.2 Notified Party 6.3 Authorized Representative or Broker
7. Regulatory Procedures	May include: 7.1 Customs Manifesting 7.2 Commodity Regulating Body 7.3 Port Procedures 7.4 Road Regulations
8. Import Shipping Documents	May include: 8.1 Import Manifest 8.2 Bill of Lading 8.3 MSDS 8.4 Dangerous Goods Declaration 8.5 Special Delivery Instruction 8.6 Load Port Survey 8.7 Packing List 8.8 Commercial Invoice

VARIABLE	RANGE
	8.9 Certificate of Origin 8.10 Fumigation Certificate 8.11 Phytosanitary Certificate 8.12 Letter of authorization to transfer consolidated container to Container freight Station 8.13 Authorization letter to surveyor to conduct inspection during striping of consolidated cargo at container freight station
9. Inward Foreign Manifest	May include: 9.1 Inward Rider Manifest 9.2 Consolidators Manifest 9.3 Electronic Manifest 9.4 Carrier's Inward Foreign Manifest 9.5 Transshipment Manifest
10. Arrival Details	May include: 10.1 Date and time of actual vessel berthing / arrival 10.2 Manifest submission details of shipping line 10.3 Registry Number 10.4 Port of Discharge 10.5 Applicable Rate of Exchange
11. Consignee	May include: 11.1 Importer on record 11.2 Notify party named on bill of lading 11.3 Authorized representative 11.4 Co-loader
12. Import Documentary Requirements	May include: 12.1 Authorization letter to container freight station 12.2 Authorization letter to surveyor 12.3 Delivery order 12.4 Original house bill of lading 12.5 Bank Guarantee 12.6 Company Guarantee 12.7 Container Guarantee 12.8 Payment of Forwarder's Charges 12.9 Authorization Letter from Consignee 12.10 Company and Valid Government ID
13. Irregularity	May include: 13.1 Misrouted 13.2 Short Shipped 13.3 Damaged 13.4 Lost 13.5 Pilfered 13.6 Wrongly Shipped 13.7 Over stayed at port 13.8 Abandoned

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1. Made accurate calculations of freight and other related charges considering currency conversions and other factors affecting mathematical representation.</p> <p>1.2. Cost estimates were done in timely manner.</p>
2. Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Variety of Information</p> <p>2.2 Communication tools</p> <p>2.3 Simulated workplace</p>
3. Methods of Assessment	<p>Competency in this unit must be assessed through:</p> <p>3.1 Written Examination</p> <p>3.2 Oral Questioning</p>
4. Context for Assessment	<p>4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.</p>

UNIT OF COMPETENCY: PREPARE REQUEST FOR PAYMENT AND BILLINGS**UNIT CODE : MTOG432303**

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to check and validate billings from third parties, prepare, process and monitor request for payments and collections. Legislative, regulatory or certification requirements may be applicable to this unit.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare payments and billings	1.1 Billing statement from the carrier are secured within prescribed timeline according to workplace procedure. 1.2 Request for checks/cash for payment of carrier's charges and other suppliers 1.3 <i>Carrier's import delivery requirements</i> are prepared and submitted in exchange of carrier's delivery order upon payment of carrier's charges. 1.4 Draft billing to consignee is prepared for checking and approval of superior in accordance with workplace procedure 1.5 Approved billing draft is finalized and served to clients	1.1. International standards, criteria and certification requirements 1.2. Customer information including: 1.2.1 documentation 1.2.2 freight charges 1.2.3 legislative requirements 1.2.4 customer service policies and procedures 1.2.5 verbal or written signed communications 1.3 Parameters of freight forwarding services relevant to customer requirements including: 1.3.1 fiduciary and legal responsibilities 1.3.2 freight forwarding procedures 1.3.3 insurance requirements 1.3.4 payment requirements and procedures 1.3.5 types of transport modes	1.1. Advising on procedures and protocols for forwarding various cargo to different destinations 1.2. Advising on relevant regulations and required documentation 1.3. Applying relevant codes of practice and legislative requirements including local and international freight 1.4. Communicating effectively with the customer and other relevant parties 1.5. Creating documentation related to providing freight forwarding services to customers 1.6. Interpreting and following operational

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		1.3.6 various consignment methods 1.4 Relevant codes of practice and legislative requirements including local and international freight regulations 1.5 Local and international standards and certification requirements for work including: 1.5.1 authorities and permits 1.5.2 freight forwarding protocols 1.5.3 hours of operation 1.5.4 sources of relevant information and documentation 1.5.5 typical problems that can occur when providing freight forwarding 1.6 Relevant software and programs used for basic accounting processes.	1.7. instructions and prioritizing work 1.8. Modelling excellence in providing freight forwarding information and customer service 1.9. Modifying activities depending on operational contingencies, risk situations and environments 1.10. Monitoring work activities in terms of planned schedule 1.11. Interpersonal skills 1.12. Interpreting relevant instructions, procedures, information and signs 1.13. Working collaboratively with others when providing freight forwarding services to customers 1.14. Working systematically with required attention to detail.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Monitor payments and collections	2.1 Timelines and procedures of payments and collections of import charges are identified 2.2 Collections and payments are made within the established timeline and procedures 2.3 Any irregularity and inconsistency are reported to superior for resolution.	2.1 International standards, criteria and certification requirements 2.2 Customer information based on contract of carriage, contracts, service level agreement 2.3 Customer service policies and procedures 2.4 Verbal or written signed communications, customers' specifications or instructions 2.5 Parameters of freight forwarding services relevant to customer requirements including: <ul style="list-style-type: none"> 2.5.1 fiduciary and legal responsibilities 2.5.2 freight forwarding procedures and protocols 2.5.3 insurance requirements 2.5.4 payment requirements and procedures 2.5.5 Types of transport modes 	2.1 Advising on procedures and protocols for forwarding various cargo to different destinations 2.2 Advising on relevant regulations and required documentation 2.3 Applying relevant codes of practice and legislative requirements including local and international freight 2.4 Communicating effectively 2.5 Creating documentation accurately and completely 2.6 Interpreting and following operational instructions and prioritising work 2.7 Modelling excellence in providing freight forwarding information and customer services 2.8 Modifying activities depending on operational contingencies, risk situations and environments

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		2.6 Relevant codes of practice and legislative requirements including local and international freight regulations 2.7 Workplace procedures, policies and protocols for providing freight forwarding services to customers 2.8 Relevant software and programs used for basic accounting processes.	2.9 Monitoring work activities in terms of planned schedule 2.10 Providing information to customers on freight forwarding operations 2.11 Reporting and/or rectifying identified problems promptly 2.12 Responding appropriately to cultural differences in the workplace 2.13 Working systematically with required attention to detail.
3. Complete and record transaction	3.1 Import transaction history is established for future reference. 3.2 <i>Import statistics</i> summary report is prepared for ready reference. 3.3 <i>Proof of delivery</i> is obtained and recorded in accordance with workplace procedure.	3.1 International standards, criteria and certification requirements 3.2 Customer information including: 3.3 documentation, 3.4 freight charges,	3.1 Applying relevant codes of practice and legislative requirements including local and international freight 3.2 Communicating effectively with others when providing freight forwarding services to customers 3.3 Creating documentation related to providing freight forwarding services to customers

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		3.5 general freight forwarding requirements 3.6 legislative requirements 3.7 customer service policies and procedures 3.8 verbal or written signed communications, manufacturer/client specifications, supplier and/or client instructions 3.9 Parameters of freight forwarding services relevant to customer requirements including: 3.9.1 fiduciary and legal responsibilities 3.9.2 freight forwarding procedures and protocols 3.9.3 insurance requirements 3.9.4 payment requirements and procedures 3.10 Relevant codes of practice and legislative requirements including local and international freight regulations including:	3.4 Interpreting and following operational instructions and prioritising work 3.5 Modelling excellence in providing freight forwarding information and customer service 3.6 Modifying activities depending on operational contingencies, risk situations and environments 3.7 Monitoring work activities in terms of planned schedule 3.8 Providing information to customers on freight forwarding operations 3.9 Interpreting relevant instructions, procedures, information and signs 3.10 Reporting and/or rectifying identified problems promptly

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		3.10.1 regulations and codes of practice for international and domestic freight transport 3.10.2 authorities and permits 3.10.3 freight forwarding protocols 3.10.4 hours of operation 3.10.5 workplace operations 3.10.6 sources of relevant information 3.11 Methods in data retention and protection 3.12 Data recording application	3.11 Responding appropriately to cultural differences in the workplace 3.12 Retaining records and documentation 3.13 Working systematically with required attention to detail

RANGE OF VARIABLES

VARIABLE	RANGE
1. Carrier's Import Delivery Requirements	May include: 1.1 Original Master Bill of Lading 1.2 Bank Guarantee 1.3 Company Guarantee 1.4 Container Guarantee 1.5 Payments of Carriers Charges 1.1 Container Deposit
2.Import Statistics	May include: 2.1 Production Report 2.2 Transactional Data 2.3 Statistic Charts 2.4 Historical Records
3.Proof of Delivery	May include: 3.1 Electronic Signature 3.2 Scan Email Copy 3.3 Hard copy of signed document 3.4 Photo

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Prepared billings for origin charges, freight and other shipping line charges, destination charges as applicable 1.2 Monitored complete and timely payments and collection 1.3 Completed and recorded transactions
2.Resource Implications	The following resources should be provided: 2.1 Variety of Information 2.2 Communication tools 2.3 Tools, materials and equipment appropriate for the unit of competency 2.4 Simulated workplace
3.Methods of Assessment	Competency in this unit must assessed through: 3.1 Written Examination 3.2 Oral Questioning
4.Context for Assessment	Competency may be assessed in the workplace or in simulated workplace environment.

UNIT OF COMPETENCY : PREPARE AND COMPLETE STATISTICAL REPORTS**UNIT CODE : MTO432304****UNIT DESCRIPTOR :** This unit involves the skills and knowledge required to collate data and prepare statistical reports as required by internal and external local and international standards. Legislative, regulatory or certification requirements may be applicable to this unit.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Collate data for reports	1.1 Data required for reporting are identified in accordance with workplace procedure and requirements 1.2 Applicable formats for reporting are identified in accordance with workplace procedure and requirements 1.3 Data required are collated in accordance with workplace procedure and requirements.	1.1. International standards, criteria and certification requirements 1.2. Customer service policies and procedures 1.3. Verbal or written signed communications, customer's specifications, supplier and/or instructions 1.4. Parameters of freight forwarding services relevant to customer requirements including: 1.4.1 fiduciary and legal responsibilities 1.4.2 freight forwarding procedures 1.4.3 insurance requirements 1.4.4 payment requirements and procedures 1.4.5 types of transport modes	1.1. Advising on procedures and protocols for forwarding various cargo to different destinations 1.2. Advising on relevant regulations and required documentation 1.3. Applying relevant codes of practice and legislative requirements including local and international freight 1.4. Communicating effectively with others when providing freight forwarding services to customers 1.5. Creating documentation related to providing freight forwarding services to customers

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		1.4.6 various consignment methods	1.6. Interpreting and following operational instructions and prioritising work 1.7. Modifying activities depending on operational contingencies, risk situations and environments

RANGE OF VARIABLES

VARIABLE	RANGE
1. Workplace Procedure	May include: 1.1 Established Security Procedures 1.2 Standard Operating Procedures 1.3 Company Procedures 1.4 Enterprise Procedures 1.5 OSH Procedures 1.6 Organizational Procedures
2. Applicable Formats	May include: 2.1 Government- mandated templates 2.2 Company forms 2.3 Informal and formal reports

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Prepared statistical reports as required by authorities or for internal purposes. 1.2 Submitted reports to meet deadlines as prescribed.
2. Resource Implications	The following resources should be provided: 2.1 Workplace Location 2.2 Materials and human resources relevant to the unit of competency 2.3 Relevant and appropriate materials and equipment, and tools
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Written Test 3.2 Direct Observation 3.3 Demonstration with questioning
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

UNIT OF COMPETENCY : PROCESS SHIPPING DOCUMENTS

UNIT CODE : MTO432305

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to ensure the completeness and accuracy of documents for processing. Licensing, legislative, regulatory or certification requirements may be applicable to this unit.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Familiarize documents subject for external processing	1.1 Documents for external processing are identified in accordance with workplace procedure 1.2 Documents for external processing including financial requirements are prepared in accordance with workplace procedure 1.3 Documents for external processing are checked for completeness and accuracy in accordance with workplace procedure. 1.4 Status of work assignments are reported to superior within established timeline and procedure.	1.1 Organizational policy and procedures relating to liaison with other organizations 1.2 Role as liaison personnel 1.3 Knowledge of current practices and procedures for communicating in the workplace 1.4 Forwarding protocols and procedures 1.5 Awareness of the approach to the specific government agencies to deal with such as DOF, BIR, BOC, DTI etc. for clearance procurement, and other private agencies	1.1 Networking and developing relationships 1.2 Negotiation skills 1.3 Social skills 1.4 Write legibly 1.5 Communicate effectively with concerned stakeholders 1.6 Accomplish required form details completely and accurately
2. Process documents	2.1 Relevant stakeholders who will process documents are identified in accordance with workplace procedure.	2.1 Workplace procedures and standards 2.2 Workplace structures and the roles and responsibilities of Freight forwarder	2.1 Communicating effectively with others when completing workplace orientation 2.2 Reading and interpreting

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>2.2 Work plan and schedule are prepared in accordance with workplace standard operating procedure.</p> <p>2.3 Status of processing activities are monitored and reported to the superior</p> <p>2.4 Processed documents are submitted and reported to superior in accordance with set timeline</p>	<p>2.3 Freight forwarding, shipping and trade terminologies</p> <p>2.4 Use of alternative process/materials in processing documents to minimize waste</p>	<p>instructions, procedures, information and signs relevant to work activities</p> <p>2.3 Interpreting and following operational instructions</p> <p>2.4 Identifying and correctly using terminologies, processes and procedures</p> <p>2.5 Selecting and using appropriate terminologies</p>
3. Liquidate expenses	<p>3.1 Proof of payments are collated in accordance with company procedure</p> <p>3.2 Amounts are tallied against cash advances in accordance with company procedure</p> <p>3.3 Liquidation reports are submitted for approval by the superior in accordance with company procedure</p>	<p>3.1 Organizational policy and procedures relating to liaison with other organizations</p> <p>3.2 Role as liaison personnel.</p> <p>3.3 Knowledge of current practices and procedures for communicating in the workplace</p> <p>3.4 Follow protocols and procedures</p> <p>3.5 Awareness of the approach to the specific government agencies to deal with such as DOF, BIR, BOC, DTI etc. for clearance procurement, and other private agencies</p>	<p>3.1 Networking and developing relationships</p> <p>3.2 Negotiation skills</p> <p>3.3 Social skills.</p> <p>3.4 Write legibly</p> <p>3.5 Accomplish required form details completely and accurately</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Required Documents	May include: 1.1 Bill of Lading 1.2 Delivery Order 1.3 Transport Documents 1.4 Commercial Documents
2. Work Assignment	May include: 2.1 Pickup of documents 2.2 Payment of charges 2.3 Messengerial functions 2.4 Representation 2.5 processing of documents
3. Financial Requirements	May include: 3.1 Transportation Allowance 3.2 Carrier's Charges 3.3 Warehousing Charges 3.4 Filing Fees 3.5 Port Charges

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Learned to process documents with external parties such as government agencies, the consignee or broker, shipping lines, and port authorities.</p> <p>1.2 Processed documents and liquidated expenses and/ or advances within established standards and timelines.</p>
2. Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Fax machine</p> <p>2.2 Telephone</p> <p>2.3 Writing materials</p> <p>2.4 Internet</p> <p>2.5 Forms</p> <p>2.6 Computer</p>
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Written Test</p> <p>3.2 Demonstration with questioning</p> <p>3.3 Interview</p>
4. Context of Assessment	<p>4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.</p>

UNIT OF COMPETENCY : **LIAISE WITH RELEVANT STAKEHOLDERS**

UNIT CODE : **MTO432306**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to ensure the proper coordination with various stakeholders

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Maintain updated list of relevant stakeholders	1.1 Database of relevant stakeholders are recorded according to workplace procedure. 1.2 Database of relevant stakeholders are organized according to workplace procedure 1.3 Database of relevant stakeholders are updated regularly	1.1 Organizational policy and procedures relating to liaison with other organizations 1.2 Role as liaison personnel. 1.3 Knowledge of current practices and procedures for communicating in the workplace 1.4 follow protocols and procedures 1.5 Awareness of the approach to the specific government agencies to deal with such as DOF, BIR, BOC, DTI etc. for clearance procurement, and other private agencies	1.1 Networking and developing relationships 1.2 Negotiation skills 1.3 Social skills. 1.4 Write legibly 1.5 Accomplish required form details completely and accurately
2. Familiarize with the processes and requirements of relevant stakeholders	2.1 vital work related information of relevant stakeholders are gathered 2.2 Vital work related information of relevant stakeholders are organized 2.3 Vital work related information of relevant stakeholders are updated regularly	2.1 Organizational policy and procedures relating to liaison with other organizations 2.2 Role as liaison personnel. 2.3 Knowledge of current practices and procedures for communicating in the workplace 2.4 follow protocols and procedures	2.1 Networking and developing relationships 2.2 negotiation skills 2.3 Social skills. 2.4 write legibly 2.5 Accomplish required form details completely and accurately

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		2.5 Awareness of the approach to the specific government agencies to deal with such as DOF, BIR, BOC, DTI etc. for clearance procurement, and other private agencies	
3. Maintain good rapport with relevant stakeholders	<p>3.1 Focal contact persons for each relevant stakeholders are identified in accordance with workplace procedure</p> <p>3.2 Work relationship with relevant stakeholder is initially established through face to face meetings</p> <p>3.3 regular and open communication is established with relevant stakeholders with workplace procedure</p>	<p>3.1 Organizational policy and procedures relating to liaison with other organizations</p> <p>3.2 Role as liaison personnel.</p> <p>3.3 Knowledge of current practices and procedures for communicating in the workplace</p> <p>3.4 Freight forwarding protocols and procedures</p> <p>3.5 Awareness of the approach to the specific government agencies to deal with such as DOF, BIR, BOC, DTI etc. for clearance procurement, and other private agencies</p>	<p>3.1 Networking and developing relationships</p> <p>3.2 Negotiation skills</p> <p>3.3 Social skills.</p> <p>3.4 Write legibly</p> <p>3.5 Accomplish required form details completely and accurately</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Relevant Stakeholders	May include: <ul style="list-style-type: none"> 1.1 Government Agencies 1.2 Banks 1.3 Clients 1.4 Carriers 1.5 Warehouses 1.6 Industry Associations
2. Workplace Procedure	May include: <ul style="list-style-type: none"> 2.1 Business Hours 2.2 Flowchart 2.3 Business Process 2.4 Security Procedures 2.5 Company Protocol
3. Vital Work-Related Information	May include: <ul style="list-style-type: none"> 3.1 Contact Details 3.2 Address 3.3 Person-In-Charge 3.4 Officers 3.5 Business Hours

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Identified key persons in relevant offices and government offices related to processing of documents in seafreight import.</p> <p>1.2 Processed import seafreight documents completely and accurately</p> <p>1.3 Maintained strong rapport with relevant stakeholders.</p> <p>1.4 Processed import seafreight documents within established timelines.</p>
2.Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Fax machine</p> <p>2.2 Telephone</p> <p>2.3 Writing Materials</p> <p>2.4 Internet</p> <p>2.5 Forms</p> <p>2.6 Computer</p>
3.Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Written Test</p> <p>3.2 Demonstration with questioning</p> <p>3.3 Interview</p>
4.Context of Assessment	<p>4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.</p>

UNIT OF COMPETENCY : **ADDRESS BOTTLENECKS AND WORK DISRUPTIONS**

UNIT CODE : **MTO432307**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to identify challenges and work disruptions. Identify appropriate contingency plan to ensure smooth completion of processes. Legislative, regulatory or certification requirements may be applicable to this unit.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Familiarize with workplace procedure and practices	1.1 Workplace procedures and practices are obtained in accordance with company protocols 1.2 Workplace procedures and practices are studied in accordance with company protocols 1.3 Workplace procedures and practices are applied in accordance with company protocols	1.1 Organizational policy and procedures relating to liaison with other organizations 1.2 Role as liaison personnel. 1.3 Knowledge of current practices and procedures for communicating in the workplace 1.4 follow protocols and procedures 1.5 Awareness of the approach to the specific government agencies to deal with such as DOF, BIR, BOC, DTI etc. for clearance procurement, and other private agencies	1.1 Networking and developing relationships 1.2 Negotiation skills 1.3 Social skills. 1.4 Write legibly 1.5 Accomplish required form details completely and accurately
2. Identify possible challenges and disruptions	2.1 A list of possible challenges and disruptions are prepared in accordance with company protocols 2.2 Contingency plan is established in accordance with company protocols	2.1 Organizational policy and procedures relating to liaison with other organizations 2.2 Role as liaison personnel. 2.3 Knowledge of current practices and procedures for communicating in the workplace	2.1 Networking and developing relationships 2.2 Negotiation skills 2.3 Social skills. 2.4 Write legibly 2.5 Accomplish required form details completely and accurately

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.3 Processes are updated and improved according to results of experiences in accordance with company protocols	2.4 Freight forwarding protocols and procedures 2.5 Awareness of the approach to the specific government agencies to deal with such as DOF, BIR, BOC, DTI etc. for clearance procurement, and other private agencies	
3. Implement the contingency plan as required	3.1 The specific challenges and disruptions are identified in accordance with company protocols 3.2 Contingency plan is applied to address the specific challenges and disruptions in accordance with company protocols 3.3 Reports are prepared based on the specific challenges, disruptions, and contingency plan in accordance with company protocols	3.1 Organizational policy and procedures relating to liaison with other organizations 3.2 Role as liaison personnel. 3.3 Knowledge of current practices and procedures for communicating in the workplace 3.4 Follow protocols and procedures 3.5 Awareness of the approach to the specific government agencies to deal with such as DOF, BIR, BOC, DTI etc. for clearance procurement, and other private agencies	3.1 Networking and developing relationships 3.2 Negotiation skills 3.3 Social skills. 3.4 Write legibly 3.5 Accomplish required form details completely and accurately

RANGE OF VARIABLES

VARIABLE	RANGE
1. Workplace Procedures	May include: 1.1 Business Hours 1.2 Flowchart 1.3 Business Processes 1.4 Security Procedures 1.5 OSH Procedures 1.5 Company Protocols
2. Bottlenecks and Disruptions	May include: 2.1 Acts of God 2.2 Delays 2.3 Sudden Change of Schedules 2.4 Sudden Change of Contact Persons 2.5 Sudden Change in Processes 2.6 Port Disruptions 2.7 Accidents 2.8 Strikes and Manmade Calamities
3. Contingency Plan	May include: 3.1 Alternative Course of Action 3.2 Substitution of Personnel 3.3 Rerouting of Deliveries / Shipments 3.4 Rescheduling 3.5 Recovery Plans
4. Company Protocols	May include: 4.1 Fiduciary 4.2 Accountability to Superior 4.3 Organizational Heirarchy

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Learned to anticipate potential bottlenecks or challenges.</p> <p>1.2 Prepared and able to implement contingency plans according to company protocols.</p>
2.Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Fax machine</p> <p>2.2 Telephone</p> <p>2.3 Writing Materials</p> <p>2.4 Internet</p> <p>2.5 Forms</p> <p>2.6 Computer</p>
3.Methods of Assessment	<p>Competency may be assessed through:</p> <p>3.1 Written Test</p> <p>3.2 Case Analysis</p> <p>3.3 Demonstration with questioning</p> <p>3.4 Interview</p> <p>3.5 Observation</p>
4.Context of Assessment	<p>4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.</p>

SECTION 3 TRAINING ARRANGEMENT

This set of standards provides Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for **MULTIMODAL TRANSPORT OPERATION AND LOGISTICS SERVICES (SEAFREIGHT IMPORT) NCII**

This includes information on curriculum design; training delivery; trainee entry requirements; tools and equipment; training facilities; and trainer's qualification and institutional assessment.

3.1 CURRICULUM DESIGN

TESDA shall provide the training on the development of competency-based curricula to enable training providers develop their own curricula with the components mentioned below.

Delivery of knowledge requirements for the basic, common and core units of competency specifically in the areas of mathematics, science/technology, communication/language, environment and other academic subjects shall be contextualized. To this end, TVET providers shall develop a Contextual Learning Matrix (CLM) to include Technology, Science, Math, English/Communication and Safety to Environment. Includes also green technology, issues on health and drugs and cater to person with disabilities (PWD's)

Course Title: **MULTIMODAL TRANSPORT OPERATION AND LOGISTICS (SEAFREIGHT IMPORT) SERVICES**

NC Level: **NCII**

Nominal Training Duration:

No. of Hours	Coverage
37 Hrs.	Basic Competencies
48 Hrs.	Common Competencies
<u>62 Hrs.</u>	Core Competencies
147 Hrs.	
<u>126 Hrs.</u>	SIL
273 Hrs.	Total

Course Description:

This course is designed to provide the learner with knowledge, practical skills and attitude, applicable in performing industry calculation in freight forwarding and documentation services, processing transport documents for import cargo, preparing request for payment and billings, preparing and completing statistical reports, processing shipping documents, liaising with relevant stakeholders and addressing bottlenecks and work disruptions. This include classroom learning activities and practical work in actual work site or simulation area.

The training institution has the option to introduce other methodologies to deliver the program or the course and to partner with other individuals/organizations that would be able to provide training resources in the conduct of the course.

Upon completion of the course, the learners are expected to demonstrate the above-mentioned competencies to be employed. To obtain this, all units prescribed for this qualification must be achieve.

BASIC COMPETENCIES
(37 HOURS)

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
1. Participate in workplace communication	1.1. Obtain and convey workplace information	<ul style="list-style-type: none"> • Describe Organizational policies • Read: <ul style="list-style-type: none"> ○ Effective communication ○ Written communication ○ Communication procedures and systems • Identify: <ul style="list-style-type: none"> ○ Different modes of communication ○ Medium of communication ○ Flow of communication ○ Available technology relevant to the enterprise and the individual's work responsibilities • Prepare different Types of question • Gather different sources of information • Apply storage system in establishing workplace information • Demonstrate Telephone courtesy 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration 	<ul style="list-style-type: none"> • Oral evaluation • Written examination • Observation 	2 Hours
	1.2. Perform duties following workplace instructions	<ul style="list-style-type: none"> • Read: <ul style="list-style-type: none"> ○ Written notices and instructions ○ Workplace interactions and procedures • Read instructions on work related forms/documents Perform workplace duties scenario following workplace instructions 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration 	<ul style="list-style-type: none"> • Oral evaluation • Written examination • Observation 	2 Hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	1.3. Complete relevant work related documents	<ul style="list-style-type: none"> • Describe Communication procedures and systems • Read: <ul style="list-style-type: none"> ○ Meeting protocols ○ Nature of workplace meetings ○ Workplace interactions ○ Barriers of communication • Read instructions on work related forms/documents • Practice: <ul style="list-style-type: none"> ○ Estimate, calculate and record routine workplace measures ○ Basic mathematical processes of addition, subtraction, division and multiplication • Demonstrate office activities in: <ul style="list-style-type: none"> ○ workplace meetings and discussions scenario • Perform workplace duties scenario following simple written notices • Follow simple spoken language • Identify the different Non-verbal communication • Demonstrate ability to relate to people of social range in the workplace • Gather and provide information in response to workplace requirements • Complete work-related documents 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration • Role play 	<ul style="list-style-type: none"> • Oral evaluation • Written examination • Observation 	2 Hours
2. Work in a team environment	2.1 Describe team role and scope	<ul style="list-style-type: none"> • Discussion on team roles and scope • Participate in the discussion: <ul style="list-style-type: none"> ○ Definition of Team ○ Difference between team and group ○ Objectives and goals of team 	<ul style="list-style-type: none"> • Lecture/ Discussion • Group Work • Individual Work • Role Play 	<ul style="list-style-type: none"> • Role Play • Case Study • Written Test 	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> Locate needed information from the different sources of information 			
	2.2 Identify one's role and responsibility within team	<ul style="list-style-type: none"> Role play : <ul style="list-style-type: none"> individual role and responsibility Role Play <ul style="list-style-type: none"> Understanding Individual differences Discussion on gender sensitivity 	<ul style="list-style-type: none"> Role Play Lecture/ Discussion 	<ul style="list-style-type: none"> Role Play Written Test 	1 Hour
	2.3 Work as a team member	<ul style="list-style-type: none"> Participate in group planning activities Role play : Communication protocols Participate in the discussion of standard work procedures and practices 	<ul style="list-style-type: none"> Group work Role Play Lecture/ Discussion 	<ul style="list-style-type: none"> Role Play Written Test 	1 Hour
3. Solve/address routine problems	3.1 Identify routine problems	<ul style="list-style-type: none"> Review of the current industry hardware and software products and services Identify correctly the industry maintenance, service and helpdesk practices, processes and procedures Make use of the industry standard diagnostic tools Share best practices in determining basic malfunctions and resolutions to general problems in the workplace Analyze routine/procedural problems 	<ul style="list-style-type: none"> Group discussion Lecture Demonstration Role playing 	<ul style="list-style-type: none"> Case Formulation Life Narrative Inquiry (Interview) Standardized test 	1 Hour
	3.2 Look for solutions to routine problems	<ul style="list-style-type: none"> Review of the current industry hardware and software products and services Identify correctly the industry maintenance, service and helpdesk practices, processes and procedures Make use of the industry standard diagnostic tools 	<ul style="list-style-type: none"> Group discussion Lecture Demonstration Role playing 	<ul style="list-style-type: none"> Case Formulation Life Narrative Inquiry (Interview) Standardized test 	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Share best practices in determining basic malfunctions and resolutions to general problems in the workplace • Formulate possible solutions to problems and document procedures for reporting 			
	3.3 Look for solutions to routine problems	<ul style="list-style-type: none"> • Review of the current industry hardware and software products and services • Identify correctly the industry maintenance, service and helpdesk practices, processes and procedures • Make use of the industry standard diagnostic tools • Share best practices in determining basic malfunctions and resolutions to general problems in the workplace • Formulate possible solutions to problems and document procedures for reporting 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration • Role playing 	<ul style="list-style-type: none"> • Case Formulation • Life Narrative Inquiry (Interview) • Standardized test 	1 Hour
4. Develop Career and Life Decisions	4.1 Manage one's emotion	<ul style="list-style-type: none"> • Demonstrate self-management strategies that assist in regulating behavior and achieving personal and learning goals • Explain enablers and barriers in achieving personal and career goals • Identify techniques in handling negative emotions and unpleasant situation in the workplace such as frustration, anger, worry, anxiety, etc. • Manage properly one's emotions and recognize situations that cannot be changed and accept them and remain professional 	<ul style="list-style-type: none"> • Discussion • Interactive Lecture • Brainstorming • Demonstration • Role-playing 	<ul style="list-style-type: none"> • Demonstration or simulation with oral questioning • Case problems involving workplace diversity issues 	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Recall instances that demonstrate self-discipline, working independently and showing initiative to achieve personal and career goals • Share experiences that show confidence, and resilience in the face of setbacks and frustrations and other negative emotions and unpleasant situations in the workplace 			
	4.2 Develop reflective practice	<ul style="list-style-type: none"> • Enumerate strategies to improve one's attitude in the workplace • Explain Gibbs' Reflective Cycle/Model (Description, Feelings, Evaluation, Analysis, Conclusion, and Action plan) • Use basic SWOT analysis as self-assessment strategy • Develop reflective practice through realization of limitations, likes/ dislikes; through showing of self-confidence • Demonstrate self-acceptance and being able to accept challenges 	<ul style="list-style-type: none"> • Small Group Discussion • Interactive Lecture • Brainstorming • Demonstration • 5 Role-playing 	<ul style="list-style-type: none"> • Demonstration or simulation with oral questioning • Case problems involving workplace diversity issues 	1 Hour
	4.3 Boost self-confidence and develop self-regulation	<ul style="list-style-type: none"> • Describe the components of self-regulation based on Self-Regulation Theory (SRT) • Explain personality development concepts • Cite self-help concepts (e. g., 7 Habits by Stephen Covey, transactional analysis, psycho-spiritual concepts) • Perform effective communication skills – reading, writing, conversing skills • Show affective skills – flexibility, adaptability, etc. • Determine strengths and weaknesses 	<ul style="list-style-type: none"> • Small Group Discussion • Interactive Lecture • Brainstorming • Demonstration • Role-playing 	<ul style="list-style-type: none"> • Demonstration or simulation with oral questioning • Case problems involving workplace diversity issues 	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
5. Contribute to workplace innovation	5.1 Identify opportunities to do things better	<ul style="list-style-type: none"> • Identify different roles of individuals in contributing to doing things better in the workplace • Appreciate positive impacts and challenges in innovation • Show mastery of the different types of changes and levels of participation in the workplace • Discuss 7 habits of highly effective people 	<ul style="list-style-type: none"> • Interactive Lecture • Appreciative Inquiry • Demonstration • Group work 	<ul style="list-style-type: none"> • Psychological and behavioral Interviews • Performance Evaluation • Life Narrative Inquiry • Review of portfolios of evidence and third-party workplace reports of on-the-job performance. • Standardized assessment of character strengths and virtues applied 	1 Hour
	5.2 Discuss and develop ideas with others	<ul style="list-style-type: none"> • Identify different roles of individuals in contributing to doing things better in the workplace • Appreciate positive impacts and challenges in innovation • Show mastery of the different types of changes and levels of participation in the workplace • Discuss 7 habits of highly effective people • Communicate ideas through small group discussions and meetings 	<ul style="list-style-type: none"> • Interactive Lecture • Appreciative Inquiry • Demonstration • Group work 	<ul style="list-style-type: none"> • Psychological and behavioral Interviews • Performance Evaluation • Life Narrative Inquiry • Review of portfolios of evidence and third-party workplace reports of on-the-job performance. 	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
				<ul style="list-style-type: none"> Standardized assessment of character strengths and virtues applied 	
	5.3 Integrate ideas for change in the workplace	<ul style="list-style-type: none"> Identify different roles of individuals in contributing to doing things better in the workplace Appreciate positive impacts and challenges in innovation Show mastery of the different types of changes and levels of participation in the workplace Discuss 7 habits of highly effective people Communicate ideas through small group discussions and meetings Demonstrate basic skills in data analysis 	<ul style="list-style-type: none"> Interactive Lecture Appreciative Inquiry Demonstration Group work 	<ul style="list-style-type: none"> Psychological and behavioral Interviews Performance Evaluation Life Narrative Inquiry Review of portfolios of evidence and third-party workplace reports of on-the-job performance. Standardized assessment of character strengths and virtues applied 	1 Hour
6. Present relevant information	6.1 Gather data/information	<ul style="list-style-type: none"> Lecture and discussion on: <ul style="list-style-type: none"> Organisational protocols Confidentiality and accuracy Business mathematics and statistics Legislation, policy and procedures relating to the conduct of evaluations Reviewing data/information 	<ul style="list-style-type: none"> Group discussion Lecture Demonstration Role Play 	<ul style="list-style-type: none"> Oral evaluation Written Test Observation Presentation 	2 Hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	6.2 Assess gathered data/ information	<ul style="list-style-type: none"> • Lecture and discussion on: <ul style="list-style-type: none"> ○ Data analysis techniques/ procedures ○ Organisational values, ethics and codes of conduct ○ Trends and anomalies • Computing business mathematics and statistics • Application of data analysis techniques 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration • Role Play • Practical exercises 	<ul style="list-style-type: none"> • Oral evaluation • Written Test • Observation • Presentation 	3 Hours
	6.3 Record and present information	<ul style="list-style-type: none"> • Lecture and discussion on: <ul style="list-style-type: none"> ○ Reporting requirements to a range of audiences ○ Recommendations for possible improvements • Analysis and comparison of interim and final reports' outcomes • Reporting of data findings 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration • Role Play • Practical exercises 	<ul style="list-style-type: none"> • Oral evaluation • Written Test • Observation • Presentation 	3 Hours
7. Practice Occupational Safety and Health Policies and Procedures	7.1 Identify OSH compliance requirements	<ul style="list-style-type: none"> • Discussion regarding: <ul style="list-style-type: none"> - Hierarchy of Controls - Hazard Prevention and Controls - Work Standards and Procedures - Personal Protective Equipment 	<ul style="list-style-type: none"> • Lecture • Group Discussion 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / Questioning 	1 Hour
	7.2 Prepare OSH requirements for compliance	<ul style="list-style-type: none"> • Identification of required safety materials, tools and equipment • Handling of safety control resources 	<ul style="list-style-type: none"> • Lecture • Group Discussion 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / Questioning 	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	7.3 Perform tasks in accordance with relevant OSH policies and procedures	<ul style="list-style-type: none"> • Discussion of General OSH Standards and Principles • Performing industry related work activities in accordance with OSH Standards 	<ul style="list-style-type: none"> • Lecture • Group Discussion 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / • Questioning 	2 Hours
8. Exercise Efficient and Effective Sustainable Practices in the Workplace	8.1 Identify the efficiency and effectiveness of resource utilization	<ul style="list-style-type: none"> - Discussion on the process how Environmental Policies coherence is achieved • Discussion on Necessary Skills in response to changing environmental policies needs <ul style="list-style-type: none"> - Waste Skills - Energy Skills - Water Skills - Building Skills - Transport Skills - Material Skills 	<ul style="list-style-type: none"> • Lecture • Group Discussion • Simulation • Demonstration 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / • Questioning 	1 Hour
	8.2 Determine causes of inefficiency and/or ineffectiveness of resource utilization	<ul style="list-style-type: none"> • Discussion of Environmental Protection and Resource Efficiency Targets • Analysis on the Relevant Work Procedure 	<ul style="list-style-type: none"> • Lecture • Group Discussion • Demonstration 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / • Questioning 	1 Hour
	8.3 Convey inefficient and ineffective environmental practices	<ul style="list-style-type: none"> • Identification of (re)training needs and usage of environment friendly methods and technologies • Identification of environmental corrective actions • Practicing Environment Awareness 	<ul style="list-style-type: none"> • Lecture • Group Discussion • Role Play • Demonstration 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / • Questioning 	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
9. Practice Entrepreneurial Skills in the Workplace	9.1 Apply entrepreneurial workplace best practices	<ul style="list-style-type: none"> • Case studies on Best entrepreneurial practices • Discussion on Quality procedures and practices • Case studies on Cost consciousness in resource utilization 	<ul style="list-style-type: none"> • Case Study • Lecture/ Discussion 	<ul style="list-style-type: none"> • Case Study • Written Test • Interview 	1 Hour
	9.2 Communicate entrepreneurial workplace best practices	<ul style="list-style-type: none"> • Discussion on communicating entrepreneurial workplace best practices 	<ul style="list-style-type: none"> • Lecture/ Discussion 	<ul style="list-style-type: none"> • Written Test • Interview 	1 Hour
	9.3 Implement cost-effective operations	<ul style="list-style-type: none"> • Case studies on Preservation, optimization and judicious use of workplace resources 	<ul style="list-style-type: none"> • Case Study • Lecture/ Discussion 	<ul style="list-style-type: none"> • Case Study • Written Test • Interview 	2 Hours

COMMON COMPETENCIES
(48 hours)

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
1. Apply freight forwarding documentation services and workplace procedures	1.1. Identify major areas of the workplace	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ workplace procedures and standards and duty of care requirements including OH&S and environmental protection responsibilities ○ conditions of service including: employer and employee obligations, employment contract, OH&S and other regulations 	<ul style="list-style-type: none"> • Group discussion • demonstration 	<ul style="list-style-type: none"> • Oral evaluation 	4 hours
		<ul style="list-style-type: none"> ○ Emergency procedures 			
		<ul style="list-style-type: none"> • Prepare site or workplace layout 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Read and interpret instructions, procedures, information and signs relevant to work activities 	<ul style="list-style-type: none"> • Self-learning 	<ul style="list-style-type: none"> • Written Test 	
		<ul style="list-style-type: none"> • Read workplace structures and the roles and responsibilities of team/ group members 			
		<ul style="list-style-type: none"> • Interpret and follow operational instructions and prioritize work 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Identify and correctly use equipment, processes and procedures 			
		<ul style="list-style-type: none"> • Select and use required personal protective equipment conforming to industry and OH&S standards 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Prepare personal protective equipment and read instructions of its use 			
		<ul style="list-style-type: none"> • Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities 			
		<ul style="list-style-type: none"> • Practice in-house safety procedures on emergency and workplace hazards and related hazard minimization 	<ul style="list-style-type: none"> • Role Play 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Demonstrate ability to: <ul style="list-style-type: none"> ○ work collaboratively with others in completing workplace orientation and induction procedures 			
		<ul style="list-style-type: none"> ○ work systematically with required attention to detail without injury to self or others, or damage to goods or equipment 			
	1.2. Organize and accept responsibility for own workload	<ul style="list-style-type: none"> • Describe <ul style="list-style-type: none"> ○ enterprise work guidelines, directions or instructions 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	2 hours
		<ul style="list-style-type: none"> • Read work planning and method of communicating work progress to others 	<ul style="list-style-type: none"> • Self-learning 	<ul style="list-style-type: none"> • Written Test 	
		<ul style="list-style-type: none"> • Identify ways of establishing priorities and deadlines 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Demonstrate ability to <ul style="list-style-type: none"> ○ plan and communicate work progress to others ○ complete work to the expected standard in the workplace and in accordance with any guidelines, directions ○ communicate additional support to improve work to appropriate personnel 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
	1.3. Apply ethical practices	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ workplace procedures, regulations and legislation ○ Enterprise policy on commitments and undertakings to clients, colleagues and supervisors are met ○ Workplace security policies • Read and follow workplace procedures, regulations and legislation • Read codes company ethics • Apply appropriate codes of acceptable and ethical work practices • Identify techniques of maintaining company confidentiality • Apply enterprise policy on commitments and undertakings to clients, colleagues and supervisors 	<ul style="list-style-type: none"> • Group discussion • Self-learning • Self-learning • Demonstration • Lecture • Demonstration 	<ul style="list-style-type: none"> • Oral evaluation • Written Test • Written Test • Observation • Written examination • Observation 	2 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	1.4. Plan and organize a personal daily routine	<ul style="list-style-type: none"> • Describe company standard time and other performance measures of work activities 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	2 hours
<ul style="list-style-type: none"> • Identify <ul style="list-style-type: none"> ○ techniques of clarifying requirements of tasks 		<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 		
<ul style="list-style-type: none"> ○ ways of planning daily routine to take into account rosters, industrial agreements and workplace procedures 					
<ul style="list-style-type: none"> • Select requirements of tasks appropriate to work activity 		<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 		
<ul style="list-style-type: none"> • Follow tasks agreeing achievable time and other performance measures 					
<ul style="list-style-type: none"> • Prepare daily routine plan taking into account rosters, industrial agreements and workplace procedures 		<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 		
2. Perform workplace security and safety	2.1 Maintain security and safety of the workplace	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Transport security legislation including relevant international, national laws, regulations, codes and/or guidelines ○ Workplace security program and policies and procedures for responding to security threats, situations and emergencies 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	2 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> ○ Quarantine and bond regulations and requirements ○ Common security threats and incidents that may occur in transport, logistics and allied industries, and related roles and responsibilities of personnel when reporting them and responding to them 	<ul style="list-style-type: none"> • Group discussion • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation • Oral evaluation 	
		<ul style="list-style-type: none"> • Practice OH & S and environmental protection, procedures and guidelines 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Read and interpret instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace security in the transport and logistics industries. 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Apply procedures for security checks and precautions as per limits of role and responsibilities 	<ul style="list-style-type: none"> • Demonstration • Simulation 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Prepare documentation and reports related to security procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Demonstrate ability to communicate effectively with others when following security procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	2.2 Identify a security threat or situation	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines ○ Workplace security program and policies and procedures for responding to security threats, situations and emergencies 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	2 hours
		<ul style="list-style-type: none"> • Identify and follow security procedures to solve and/or report problems that may arise 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Identify signs of security threats and situations 			
		<ul style="list-style-type: none"> • Identify signs of pillage, theft and interference with goods, cargo and mail 			
		<ul style="list-style-type: none"> • Demonstrate inspection of signs of pillage, theft and interference with goods, cargo and mail 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Practice OH & S and environmental protection, procedures and guidelines 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
2.3 Respond to a security threat or situation	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Adapting to differences in equipment, facilities, cargo and passengers 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	4 hours	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> ○ Modifying activities depending on differing workplace contexts risk situations and environments 			
		<ul style="list-style-type: none"> • Report and/or rectify identified problems that arises following security procedures in accordance with regulatory requirements and workplace procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Demonstrate ability to work collaboratively with others in completing workplace orientation and induction procedures 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> • Identify common security problems that may occur when carrying out operations in the transport and logistics industries, and action that can be taken to address and resolve the problems 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Apply procedures for security checks and precautions as per limits of role and responsibilities 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Apply documentation and reporting requirements 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Prepare documentation and reports related to security procedures 			

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
3. Provide effective customer service	3.1 Deal with customer inquiries	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Workplace procedures relevant to work activities ○ Customer service policies and procedures ○ Products and/or services provided by the workplace concerned ○ Types of operations carried out in the workplace concerned • Identify techniques in dealing with customer inquiries both by phone and face to face 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	4 hours
		<ul style="list-style-type: none"> • Demonstrate handling customer queries and complaints 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Demonstrate ability to communicate effectively with others in providing customer service 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Apply telephone techniques in answering telephone calls 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Practice OH & S and environmental protection, procedures and guidelines 			
		<ul style="list-style-type: none"> • Demonstrate ability in dealing with customer inquiries courteously and efficiently both by phone and face to face 			
		<ul style="list-style-type: none"> • Demonstrate ability in seeking assistance from other staff when a customer' s inquiry cannot be fully answered 			

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	3.2 Monitor customer satisfaction	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Ways of dealing with Customer requirements 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	4 hours
		<ul style="list-style-type: none"> ○ Methods of providing feedback to managers and internal and/or external customers 			
		<ul style="list-style-type: none"> • Identify sources of information and documentation needed for work place operations 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Apply ways of recording customer inquiries and associated action in accordance with workplace procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Written test 	
		<ul style="list-style-type: none"> • Prepare documentation related to the provision of customer service 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Demonstrate ability to provide appropriate feedback to managers and internal and/or external customers 	<ul style="list-style-type: none"> • Role play 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Record and report customer inquiries and associated action 			
		<ul style="list-style-type: none"> • Prepare reports and records of inquiries 	<ul style="list-style-type: none"> • Demonstration 		
4. Contribute to quality systems	4.1 Apply quality concepts	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Means of completing work in accordance with workplace standards as defined in enterprise policies and procedures 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Observation 	2 hours
		<ul style="list-style-type: none"> ○ Basic quality concepts applied to work activities 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Written test 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> ○ Typical quality-related problems that may arise in work operations and products, and related options for action and solutions 			
		<ul style="list-style-type: none"> ● Identify ways of meeting external and internal customer needs in providing quality services or products 	<ul style="list-style-type: none"> ● Lecture 	<ul style="list-style-type: none"> ● Written examination 	
		<ul style="list-style-type: none"> ● Read typical quality-related problems that may arise in work operations and products, and related options for action and solutions 	<ul style="list-style-type: none"> ● Self-learning 	<ul style="list-style-type: none"> ● Written Test 	
		<ul style="list-style-type: none"> ● Practice quality work/ services or products to meet external and internal customer needs 			
		<ul style="list-style-type: none"> ● Demonstrate ability: <ul style="list-style-type: none"> ○ Complete work in accordance with workplace standards as defined in enterprise policies and procedure 	<ul style="list-style-type: none"> ● Role play 	<ul style="list-style-type: none"> ● Observation 	
		<ul style="list-style-type: none"> ○ Work collaboratively with others when applying quality procedures and standards 			
		<ul style="list-style-type: none"> ● Applying basic quality concepts to work activities 	<ul style="list-style-type: none"> ● Demonstration 	<ul style="list-style-type: none"> ● Observation 	
		<ul style="list-style-type: none"> ● Apply workplace quality assurance and improvement principles and procedures 	<ul style="list-style-type: none"> ● Demonstration 	<ul style="list-style-type: none"> ● Observation 	
		<ul style="list-style-type: none"> ● Read and interpret instructions and information relevant to quality procedures and standards 	<ul style="list-style-type: none"> ● Self-learning 	<ul style="list-style-type: none"> ● Written Test 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Prepare documentation related to quality procedures and standards 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	4 hours
	4.2 Test and evaluate improvements	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Test Improvements to work processes ○ Evaluating improvements to work processes 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> • Identify steps and procedures of checking for improvement outcomes and compliance with workplace requirements 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Apply methods of testing and evaluating improvements to work processes 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Read typical quality-related problems that may arise in work operations and products, and related options for action and solutions 	<ul style="list-style-type: none"> • Self-learning 	<ul style="list-style-type: none"> • Written Test 	
		<ul style="list-style-type: none"> • Check for improvement outcomes and compliance with workplace requirements 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Prepare report and/or rectify any identified quality-related problems in accordance with workplace procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
	4.3 Implement improvements	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Ways of completing work in accordance with workplace procedure 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	2 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> ○ Workplace quality assurance and improvement principles and procedures 			
		<ul style="list-style-type: none"> ○ Impact of job on enterprise and individual performance 	<ul style="list-style-type: none"> ● Group discussion 	<ul style="list-style-type: none"> ● Oral evaluation 	
		<ul style="list-style-type: none"> ● Implement a successful tested and confirmed Improvement initiatives in accordance with enterprise procedures 	<ul style="list-style-type: none"> ● Lecture 	<ul style="list-style-type: none"> ● Written examination 	
		<ul style="list-style-type: none"> ● Apply enterprise procedures in testing and improvement initiatives 	<ul style="list-style-type: none"> ● Demonstration 	<ul style="list-style-type: none"> ● Observation 	
		<ul style="list-style-type: none"> ● Practice completing work in accordance with workplace procedure 	<ul style="list-style-type: none"> ● Demonstration 	<ul style="list-style-type: none"> ● Observation 	
		<ul style="list-style-type: none"> ● Identify methods of implementing a tested and confirmed Improvement initiatives 	<ul style="list-style-type: none"> ● Lecture 	<ul style="list-style-type: none"> ● Written examination 	
		<ul style="list-style-type: none"> ● Prepare documentation related to quality procedures and standards ● Prepare report and/or rectifying any identified quality-related problems in accordance with workplace procedures 	<ul style="list-style-type: none"> ● Demonstration 	<ul style="list-style-type: none"> ● Observation 	
5. Perform computer operations	5.1 Plan and prepare for task to be undertaken	<ul style="list-style-type: none"> ● Describe: <ul style="list-style-type: none"> ○ Means of determining requirements of task 	<ul style="list-style-type: none"> ● Group discussion 	<ul style="list-style-type: none"> ● Oral evaluation 	4 hours
		<ul style="list-style-type: none"> ○ Method of selecting appropriate hardware and software according to task assigned and required outcome 			

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> ○ Manner of planning task to ensure oh & s guidelines and procedures are followed 			
		<ul style="list-style-type: none"> ● Practice OH & S guidelines and procedures 	<ul style="list-style-type: none"> ● Demonstration 	<ul style="list-style-type: none"> ● Observation 	
		<ul style="list-style-type: none"> ● Apply task requirements in performing work activity 	<ul style="list-style-type: none"> ● Demonstration 	<ul style="list-style-type: none"> ● Observation 	
		<ul style="list-style-type: none"> ● Describe basic ergonomics of keyboard and computer use 	<ul style="list-style-type: none"> ● Group discussion 	<ul style="list-style-type: none"> ● Oral evaluation 	
		<ul style="list-style-type: none"> ● Read: <ul style="list-style-type: none"> ○ Main types of computers and basic features of different operating systems 	<ul style="list-style-type: none"> ● Self-learning 	<ul style="list-style-type: none"> ● Written Test 	
		<ul style="list-style-type: none"> ○ Main parts of a computer 			
		<ul style="list-style-type: none"> ○ Storage devices and basic categories of memory 			
		<ul style="list-style-type: none"> ● Identify relevant types of software 	<ul style="list-style-type: none"> ● Lecture 	<ul style="list-style-type: none"> ● Written test 	
		<ul style="list-style-type: none"> ● Demonstrate ability to: <ul style="list-style-type: none"> ○ select appropriate hardware and software according to task assigned and required outcome 	<ul style="list-style-type: none"> ● Demonstration 	<ul style="list-style-type: none"> ● Observation 	
		<ul style="list-style-type: none"> ● Read and interpret work instruction 	<ul style="list-style-type: none"> ● Self-learning 	<ul style="list-style-type: none"> ● Observation 	
		<ul style="list-style-type: none"> ● Practice communication skills 	<ul style="list-style-type: none"> ● Demonstration 	<ul style="list-style-type: none"> ● Observation 	
	5.2 Input data into computer	<ul style="list-style-type: none"> ● Describe: <ul style="list-style-type: none"> ○ Method of entering data into the computer using appropriate program/application in accordance with company procedures 	<ul style="list-style-type: none"> ● Group discussion 	<ul style="list-style-type: none"> ● Oral evaluation 	4 hours
<ul style="list-style-type: none"> ○ Technique of performing work within ergonomic guidelines 					

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> Identify means of storing inputted data in storage media according to requirements 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written examination 	
		<ul style="list-style-type: none"> Practice checking and saving information following standard operating procedures 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Read general security viruses 	<ul style="list-style-type: none"> Self-learning 	<ul style="list-style-type: none"> Written Test 	
		<ul style="list-style-type: none"> Practice calculating computer capacity 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Practice OH & S principles and responsibilities 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Perform work within ergonomic guidelines 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Demonstrate ability to: <ul style="list-style-type: none"> Store inputted data in storage media according to requirements Enter data into the computer and 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Select application program in accordance with company procedures 			
	5.3 Access information using computer	<ul style="list-style-type: none"> Describe: <ul style="list-style-type: none"> Means of selecting correct program/ application is based on job requirements 	<ul style="list-style-type: none"> Group discussion 	<ul style="list-style-type: none"> Oral evaluation 	1 hour
<ul style="list-style-type: none"> Manner of accessing program/application containing the information required according to company procedures 					

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Identify ways of selecting, opening and closing desktop icons correctly for navigation purposes 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Apply keyboard techniques in line with oh & s requirements for safe use of keyboards 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Demonstrate ability to: <ul style="list-style-type: none"> ○ Select, open and close desktop icons correctly for navigation purposes 			
		<ul style="list-style-type: none"> ○ Select correct program/ application based on job requirements 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> ○ Access program/application containing the information required according to company procedures 			
	5.4 Produce/output data using computer system	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Method of printing out data as required using computer hardware/ peripheral devices in accordance with standard operating procedures. 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	4 hours
		<ul style="list-style-type: none"> • Read procedure of processing entered data using appropriate software commands 	<ul style="list-style-type: none"> • Self-learning 	<ul style="list-style-type: none"> • Written Test 	
		<ul style="list-style-type: none"> • Demonstrate ability to: <ul style="list-style-type: none"> ○ Process entered data using appropriate software command 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Apply techniques of transferring files and data between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Print out data as required using computer hardware/ peripheral devices in accordance with standard operating procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Transfer files and data between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures 			
	5.5 Maintain computer equipment and systems	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Method of implementing Systems for cleaning, minor maintenance and replacement of consumables 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Written examination 	1 hour
		<ul style="list-style-type: none"> ○ Procedure of implementing procedures for ensuring security of data, including regular back-ups and virus checks in accordance with standard operating procedures 			
		<ul style="list-style-type: none"> • Apply technique of implementing basic file maintenance procedures in line with the standard operating procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Follow standard operating procedures in: <ul style="list-style-type: none"> ○ cleaning, minor maintenance and replacement of consumables ○ security of data, including regular back-ups and virus checks ○ basic file maintenance procedures 			

CORE COMPETENCIES
(62 HOURS)

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
1. Perform industry calculation in freight forwarding and documentation services	1.1 Carry out calculations	<ul style="list-style-type: none"> • Apply techniques of <ul style="list-style-type: none"> ○ estimating quantities of materials and resources ○ accurate estimate of completing a particular work/activity 	<ul style="list-style-type: none"> • Lecture • Case study 	<ul style="list-style-type: none"> • Written examination 	8 hours
	1.2 Prepare cost estimates	<ul style="list-style-type: none"> • Practice: <ul style="list-style-type: none"> ○ Estimate, calculate and record routine workplace measures ○ Basic mathematical processes of addition, subtraction, division and multiplication • Demonstrate office activities in: <ul style="list-style-type: none"> ○ workplace meetings and discussions scenario 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	4 hours
	1.3 Interpret graphical representation of mathematical information	<ul style="list-style-type: none"> • Demonstrate ability to communicate effectively with others when carrying out basic workplace calculations 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Oral evaluation • Written test 	1 hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Demonstrate ability to work systematically with required attention to detail 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
2. Process transport documents for import	2.1 Gather applicable documentation requirements for import cargo	<ul style="list-style-type: none"> • Check for packing list, commercial invoice, Master bill of lading, House bill of lading • Demonstrate ability to check correctness of shipping documents 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	12 hours
	2.2 Prepare import documentary requirements	<ul style="list-style-type: none"> • Demonstrate ability to file electronic manifest with the Bureau of Customs in timely manner • Complete and verify documents are complete and correct 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Written Test 	4 hours
	2.4 Track and update status of import cargo	<ul style="list-style-type: none"> • Study of emerging technologies in communication and tracking of shipments such as GPRS, Waze 	<ul style="list-style-type: none"> • Lecture • Demonstration 	<ul style="list-style-type: none"> • Case study 	3 hours
3. Prepare request for payment and billings	3.1 Prepare payments and billings	<ul style="list-style-type: none"> • Computation of various charges in freight forwarding • Application of currency conversions, local taxes, and revenue ton where applicable 	<ul style="list-style-type: none"> • Lecture • Case study 	<ul style="list-style-type: none"> • Written test 	4 hours
	3.2 Monitor payments and collections	<ul style="list-style-type: none"> • Learn basic accounting principles on billing and collection • Understand service agreements and contracts 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Case study 	4 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	3.3 Complete and record transaction	<ul style="list-style-type: none"> Learn reportorial requirements in the workplace Follow filing and retention of records guidelines 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Observation 	2 hours
4.Prepare and complete statistical reports	4.1 Collate data for reports	<ul style="list-style-type: none"> Demonstrate ability to collect/extract data from relevant sources both internal and external 	<ul style="list-style-type: none"> Lecture Demonstration 	<ul style="list-style-type: none"> Written test 	4 hours
	4.2 Prepare reports	<ul style="list-style-type: none"> Demonstrate ability to validate data and prepare reports to related government agencies and for internal purposes 	<ul style="list-style-type: none"> Lecture Demonstration 	<ul style="list-style-type: none"> Observation 	4 hours
	4.3 Submit reports	<ul style="list-style-type: none"> Be able to organize and submit necessary reports to both internal and external parties 	<ul style="list-style-type: none"> Simulation Sampling 	<ul style="list-style-type: none"> Written test Oral questioning 	2 hours
	5.1 Maintain updated list of relevant stakeholders	<ul style="list-style-type: none"> Demonstrate ability to keep and update list of key persons of relevant government agencies for import clearances, permits, etc. Keep updated list of other relevant stakeholders such as port authorities and shipping lines 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written test 	1 hour
5. Liaise with relevant stakeholders	5.2 Process documents	<ul style="list-style-type: none"> Demonstrate ability to process documents with shipping lines, port authorities, regulatory agencies, and the consignee or his/her authorized representative 	<ul style="list-style-type: none"> Lecture Demonstration 	<ul style="list-style-type: none"> Written test Case study 	2 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	5.3 Maintain good rapport with relevant stakeholders	<ul style="list-style-type: none"> • Demonstrate ability to keep helpful and good rapport with relevant stakeholders in the handling of import sea freight 	<ul style="list-style-type: none"> • Tour 	<ul style="list-style-type: none"> • Oral questioning 	1 hour
6. Address bottlenecks and work disruptions	6.1 Familiarize with workplace procedures and practices	<ul style="list-style-type: none"> • Learn best practices business models • Study the company's quality and operations manual 	<ul style="list-style-type: none"> • Lecture • Tour 	<ul style="list-style-type: none"> • Written test 	4 hours
	6.2 Identify possible challenges and disruptions	<ul style="list-style-type: none"> • Understand and prepare for potential work or business disruptions such as calamities, financial hardships, new regulations, etc. 	<ul style="list-style-type: none"> • Lecture • Case study 	<ul style="list-style-type: none"> • Written test • Case study 	4 hours
	6.3 Implement contingency plan as required	<ul style="list-style-type: none"> • Demonstrate ability to prepare for any contingency in liaising with external parties • Demonstrate ability to implement contingency or remedial measures in accordance with established procedures and approval from management 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written test • Case study 	8 hours

3.2 TRAINING DELIVERY

1. The delivery of training shall adhere to the design of the curriculum. Delivery shall be guided by the principles of competency-based TVET.
 - a. Course design is based on competency standards set by the industry or recognized industry sector; (**Learning system is driven by competencies written to industry standards**)
 - b. Training delivery is learner-centered and should accommodate individualized and self-paced learning strategies;
 - c. Training can be done on an actual workplace setting, simulation of a workplace and/or through adoption of modern technology.
 - d. Assessment is based in the collection of evidence of the performance of work to the industry required standards;
 - e. Assessment of competency takes the trainee's knowledge and attitude into account but requires evidence of actual performance of the competency as the primary source of evidence.
 - f. Training program allows for recognition of prior learning (RPL) or current competencies;
 - g. Training completion is based on satisfactory completion of all specified competencies not on the specified nominal duration of learning.
2. The competency-based TVET system recognizes various types of delivery modes, both on-and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities and their variations/components may be adopted singly or in combination with other modalities when designing and delivering training programs:

2.1 Institution- Based:

- Dual Training System (DTS)/Dualized Training Program (DTP) which contain both in-school and in-industry training or fieldwork components. Details can be referred to the Implementing Rules and Regulations of the DTS Law and the TESDA Guidelines on the DTP;
- Distance learning is a formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, audio, video, computer technologies or other modern technology that can be used to facilitate learning and formal and non-formal training. Specific guidelines on this mode shall be issued by the TESDA Secretariat.
- The classroom-based or in-center instruction uses of learner-centered methods as well as laboratory or field-work components.

2.2 Enterprise-Based:

- Formal Apprenticeship – Training within employment involving a contract between an apprentice and an enterprise on an approved apprentice able occupation.
- Informal Apprenticeship - is based on a training (and working) agreement between an apprentice and a master craftsman wherein the agreement may be written or oral and the master craftsman commits to training the apprentice in all the skills relevant to his or her trade over a significant period of time, usually between one and four years, while the apprentice commits to contributing productively to the work of the business. Training is integrated into the production process and apprentices learn by working alongside the experienced craftsman.
- Enterprise-based Training- where training is implemented within the company in accordance with the requirements of the specific company. Specific guidelines on this mode shall be issued by the TESDA Secretariat.

2.3 Community-Based – Community-Based – short term programs conducted by non-government organizations (NGOs), LGUs, training centers and other TVET providers which are intended to address the specific needs of a community. Such programs can be conducted in informal settings such as barangay hall, basketball courts, etc. These programs can also be mobile training program (MTP).

3.3 TRAINEE ENTRY REQUIREMENTS

Trainees who want to enroll in this qualification must possess the following requirements:

- Must have completed the ten (10) year basic education or an Alternative Learning System (ALS) Certificate of Completion with Grade 10 equivalent holder
- Must possess good communication skills
- Must be computer-literate

3.4 LIST OF TOOLS, EQUIPMENT AND MATERIALS

List of tools, equipment and materials for the training of a maximum of 25 trainees for Multimodal Transport Operation and Logistics Services (Seafreight Import) NCII are as follows:

QTY.	EQUIPMENT	QTY.	TOOLS/MATERIALS	QTY.	REFERENCES
1 unit	Executive Table	1 unit	Forms and Materials	1 unit	Business Process Manual
	Tables and Chairs for 25 students	1 unit	Calculator	1 unit	Harmonize Systems Code and Trade Agreements
1 unit	Clerical Table	1 unit	Internet Connection	1 unit	Dictionary of Shipping Terms
1 pc.	Whiteboard	1 unit	Training Handouts	1 unit	Employees Manuals / Handbook
1 unit	USB of PowerPoint presentation	1 unit	Business Cards	1unit	Employee Profiles / Terms of Reference
1 unit	LCD Projector	1 unit	Stationaries / Business Letterheads	1unit	TACT Rules Book
1 unit	Laptop (for lecturer)	1 unit	Logbook / Master files	1unit	ICC Incoterms
1 unit	Computer for administrative and clerical work	1 unit	Certificates	1 unit	DG Books
5 units	Computer for technology resource center and class demonstration	1 unit	Forms (Report and Evaluation)	1 unit	Work Instructions
1 unit	Different media Channels (telephone, emails, viber, skype)	1 unit	World Map	1 unit	Basic Occupational Safety and Health
1 unit	Laser pointer	1 unit	Table of Measurement / Conversion Table	1 unit	Foreign Exchange Rates
1 unit	Air-conditioning Unit	1 unit	Quality Management Systems	1 unit	Quality Operation Manuals

1 unit	AV Equipment	1 unit	Shipping lines schedule	1 unit	Environmental Laws
1 unit	Sound System			1 unit	Local Regulations (BOC, DENR, LTFRB, DTI, etc.)
				1 unit	Agency contracts / agreements
				1 unit	Transport Tariff (e.g. Destination, Origin)

3.5 TRAINING FACILITIES

Based on a class intake of 25 students/trainees

Space Requirement	Size in Meters	Area in Sq. Meters
Student/Trainee Performance Space (S/TPS)	5 x 8 m.	43 sq. m.
Technology Resource Center (TRC)	2 x 5 m.	10 sq. m.
Circulation Area	(S/TPS+PSR+TRC+ CR) X 30% (40+6+10+10) X 30%= 19.8sq.m.)	23 sq. m.
Separate Restrooms for Male and Female Trainees/ Students (CR)	2 x 5 m.	10 sq. m.
	Total Workshop Area	86 sq. m.

3.6 TRAINER'S QUALIFICATION FOR MULTIMODAL TRANSPORT OPERATION AND LOGISTICS SERVICES (SEAFREIGHT IMPORT) NCII

- Must be a holder of NTTC I in Multimodal Transport Operation and Logistics (Seafreight Import) Services NCII.
- Must have at least 2 years job / freight forwarding documentation services experience

3.7 INSTITUTIONAL ASSESSMENT

Institutional assessment is undertaken by trainees to determine their achievement of units of competency. A certificate of achievement is issued for each unit of competency.

SECTION 4 ASSESSMENT AND CERTIFICATION ARRANGEMENT

Competency Assessment is the process of collecting evidence and making judgments whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform to the standards expected at the workplace as expressed in relevant competency standards.

The assessment process is based on evidence or information gathered to prove achievement of competencies. The process may be applied to an employable unit(s) of competency in partial fulfillment of the requirements of the national qualification.

4.1 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

4.1.1 A National Certificate (NC) is issued when a candidate has demonstrated competence in all unit/s of competency of a qualification with a promulgated Training Regulations.

4.1.2 A Certificate of Competency (COC) is issued by the Authority to individuals who Were assessed as competent in a single unit or cluster of related units of competency.

COC1 Perform seafreight import documentation services

Perform industry calculation in freight forwarding and documentation services

Process transport documents for import cargo

Prepare request for payment and billings

Prepare and complete statistical reports

Process shipping documents

COC 2 Liaise with relevant stakeholders

Address bottlenecks and work disruptions

4.1.3 Individuals wanting to be certified will have to be assessed in accordance with the requirements identified in the evidence guide of the relevant unit/s of competency.

4.1.4 Recognition of Prior Learning (RPL). Candidates who have gained competencies through education, informal training, previous work or life experiences may apply for recognition in a particular qualification through competency assessment.

4.1.4 The following are qualified to apply for assessment:

4.1.4.1 Graduating students/trainees of NTR programs or graduates of formal/non-formal/informal including enterprise-based trainings related to multimodal transport operations and logistics services.

4.1.4.2 Industry workers in the multimodal transport operations and logistics services.

- 4.1.5 The industry shall determine assessment and certification requirements for each qualification with promulgated Training Regulations. It includes the following:
- a. Entry requirements for candidates
 - b. Evidence gathering methods
 - c. Qualification requirements of competency assessors
 - d. Specific assessment and certification arrangements as identified by industry

4.2 COMPETENCY ASSESSMENT REQUISITE

4.2.1 **Self-Assessment Guide.** The self-assessment guide (SAG) is accomplished by the candidate prior to actual competency assessment. SAG is a pre-assessment tool to help the candidate and the assessor determine what evidence is available, where gaps exist, including readiness for assessment.

This document can:

- a. Identify the candidate's skills and knowledge
- b. Highlight gaps in candidate's skills and knowledge
- c. Provide critical guidance to the assessor and candidate on the evidence that need to be presented
- d. Assist the candidate to identify key areas in which practice is needed or additional information or skills that should be gained prior`

4.2.2 **Accredited Assessment Center.** Only Assessment Center accredited by TESDA is authorized to conduct competency assessment. Assessment centers undergo a quality assured procedure for accreditation before they are authorized by TESDA to manage the assessment for National Certification.

4.2.3 **Accredited Competency Assessor.** Only accredited competency assessor is authorized to conduct assessment of competence. Competency assessors undergo a quality assured system of accreditation procedure before they are authorized by TESDA to assess the competencies of candidates for National Certification.

**COMPETENCY MAP – TRANSPORT AND LOGISTICS SECTOR
MULTIMODAL TRANSPORT OPERATIONS AND LOGISTICS (SEAFREIGHT IMPORT) SERVICES NCII**

BASIC COMPETENCIES

Lead workplace communication	Lead small teams	Apply critical thinking and problem-solving techniques in the workplace	Work in a diverse environment	Propose methods of applying learning and innovation in the organization	Use information systematically	Evaluate occupational safety and health work practices	Evaluate environmental work practices	Facilitate entrepreneurial skills for micro-small-medium enterprises (MSMEs)
Receive and respond to workplace communication	Work with others	Solve/address routine problems	Enhance self-management skills	Support Innovation	Access and maintain information	Follow occupational safety and health policies and procedures	Apply environmental work standards	Adopt entrepreneurial mindset in the workplace
Participate in workplace communication	Work in Team Environment	Solve/address general workplace problems	Develop career and life decisions	Contribute to workplace innovation	Present relevant information	Practice occupational safety and health policies and procedures	Exercise efficient and effective sustainable practices in the workplace	Practice entrepreneurial skills in the workplace

COMMON COMPETENCIES

Apply freight forwarding documentation services and workplace procedures	Perform workplace security and safety	Provide effective customer service	Contribute to quality system	Perform computer operations
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CORE COMPETENCIES

Perform industry calculation in freight forwarding and documentation services	Process transport documents for import cargo	Prepare request for payment and billings	Prepare and complete statistical reports	Liaise with relevant stakeholders	Address bottlenecks and work disruptions
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GLOSSARY OF TERMS

- Aural - Relating to the sense of hearing
- Best practices - Commercial or professional procedures accepted as being correct or most effective
- Bottlenecks - A process in a chain of processes with limited capacity reducing maximum capacity
- Cargo stripping - Unloading of contents or cargo from a freight container or tanker
- Carrier - A person or company responsible for physical custody of goods and for any loss if any
- Computer hardware - Physical parts of a computer system such as keyboard, wire connectors, monitor screen, mother board, hard Disk drive , among others.
- Computer software - Set of instructions that tells a computer what and how to do a particular task ie.programs, applications.
- Computer storage - A process or physical station on which digital data is saved or stored
- Contingency plan - A plan designed to take a possible future event into account; a recovery plan.
- Customer service - Assistance or advice provided by a company to its customers
- Data - Facts or statistics collected together for reference or analysis.
- Delivery order - A release document from the buyer, agent, or consignee to another party
- Effectiveness - Extent to which actual results have impact to fulfill desired outcomes.
- Efficiency - Efficiency means whatever is performed should be done in a perfect way likewise reducing wastage
- Entrepreneurial - Characterized by the taking of financial risks in the hope of profit; enterprising.
- Ergonomic - Relating to or designed for efficiency and comfort in the working environment
- Ethical - Relating to moral principles
- Fiduciary - Involving trust, especially with regard to the relationship between the trustee and beneficiary
- Forms - Business forms used by companies on a standard basis between and among management, staff, suppliers and customers

Innovation	-	Beliefs and attitudes in going about addressing problems in the workplace through new ideas or better ways of doing things
Insurance	-	Means of protection from financial loss
Integrate	-	Combine with one another so that they become a whole to achieve its objectives
Legislation	-	Statutory law or ordinance with order as its core objective
Liaison	-	Cooperation or communication which facilitates a close working relationship between people
Parameters-		A measureable factor forming one of a set that defines a system or sets the condition for a Particular operation
Peripheral devices	-	Examples are auxiliary devices such as keyboard or printer connected to a computer
Protocols	-	Proper procedure of respect
Quality manual	-	A document that states a company's intentions for operating processes within a quality Management system
Quarantine	-	Strict isolation for purposes of preventing spread of a disease from people, plants, or animals
Regulatory	-	Serving or intended to regulate or control something.
Safety	-	Condition of being protected from unlikely danger, risk, or injury
Security threat	-	Something that may or may not happen but has the potential to cause serious damage
Timeline	-	Agreed deadlines or time frame in which to accomplish a certain task
Work disruption	-	Any event or circumstance which may create damage or loss to a business or operation

ACRONYMS

NC 11 - TR	
BIR	Bureau of Internal Revenue
BOC	Bureau of Customs
CD	Compact Disc
DOF	Department of Finance
DTI	Department of Trade and Industry
ECC	Environmental Clearance Certificate
EDI	Electronic Data Interchange
EHS	Environment, Health and Safety
ETD	Explosive Trace Detection
FCL	Full Container Load
HR	Human Resources
ID	Identification
INCOTERMS	International Commercial Terms
LCL	Less Container Load
MSDS	Material Safety Data Sheet
OHS	Occupational Health and Safety
OS&H	Occupational Safety & Health
PPE	Personal Protective Equipment
SRT	Self-Regulation Theory
SWOT	Strengths, Weaknesses, Opportunities and Threats
TESDA	Technical Education and Skills Development Authority
TR	Training Regulation

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TECHNICAL EXPERTS PANEL

DORIS P. TORRES

Technical Expert
STAMM International Inc.
Gen. Lim st. Bangkal, Makati City

ABRAHAM V. ASUNCION

Technical Expert
Philippine Multimodal Transport and
Logistics Association, Inc.
Parañaque City

COSME J. NONAN JR.

Technical Expert
Commercial Freight Services Inc.
Intramuros, Manila

BENILDA S. HERNANDEZ

Technical Expert
Sky Freight Forwarders Inc.
Parañaque City

MARILYN C. ALBERTO

Technical Expert
Kintetsu World Express (Phils.) Inc.
Parañaque City

JOSEFINA C. YAP

Technical Expert
Philippine Genesis Freight Unlimited
Intramuros, Manila

GEMMA VIDA R. LIBRANDA

Technical Expert
Philippine Multimodal Transport and
Logistics Association, Inc.
Paranaque City

- **THE PARTICIPANTS IN THE NATIONAL VALIDATION OF THIS TRAINING REGULATION:**

NAME	COMPANY NAME	DESIGNATION
1. Alvin N. Brugada	NES Cargo Express Int'l Corp.	Documentation Clerk
2. Melvin Jan Christian Lobitana	Allport Freight Consolidator Inc.	Documentation Clerk
3. Aljon B. Docena	JRS Express Corp.	Liaison Personnel
4. Roxette Bagsit	Asiaworld Transport Phils. Co. Inc.	Documentation Clerk
5. Michael Abrantes	MMG Forwarding Corp.	Liaison Personnel
6. Debbie Ann Moretcho	Pacific Concord Container Lines, Inc.	Documentation Clerk
7. Alvin Lacasandile	Commercial Freight Services Inc.	Documentation Clerk
8. Marlon Gallardo	Airspeed International Corp.	Liaison Personnel
9. Joel Morales	Airspeed International Corp.	Documentation Clerk
10. Ernesto Ramos Jr.	TNL Express Worldwide Corp.	Documentation Clerk
11. Angelo C. Montales	Leadway Cargo Logistics Inc.	Liaison Personnel

The Members of the TESDA Board and Secretariat

The MANAGEMENT and STAFF of the TESDA Secretariat

- Qualifications and Standards Office (QSO)

TESDA – QSO Technical Facilitators



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