TRAINING REGULATIONS

WAREHOUSING SERVICES NC III

LOGISTICS AND TRANSPORT SECTOR

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
TESDA Complex East Service Road, South Luzon Expressway (SLEX),
Fort Bonifacio, Taguig City

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LOGISTICS AND TRANSPORT SECTOR

WAREHOUSING SERVICES NC III

SECTION 1   WAREHOUSING SERVICES NC III QUALIFICATION

The **WAREHOUSING SERVICES - NC III** Qualification consists of competencies needed to complete receipt and dispatch documentation, identify and inspect stored stocks, maintain transport / stock records, participate in stock inventory count and render excellent customer service. These documents must conform with workplace requirements in the logistics and transport industry to ensure customer satisfaction.

This Qualification is packaged from the competency map of the **Transport and Logistics Sector** as shown in Annex A.

The Units of Competency comprising this Qualification include the following:

CODE NO.	BASIC COMPETENCIES
400311319	Lead workplace communication
400311320	Lead small teams
400311321	Apply critical thinking and problem-solving techniques in the workplace
400311322	Work in a diverse environment
400311323	Propose methods of applying learning and innovation in the organization
400311324	Use information systematically
400311325	Evaluate occupational safety and health work practices
400311326	Evaluate environmental work practices
400311327	Facilitate entrepreneurial skills for micro-small-medium enterprises (MSMEs)

UNIT CODE	COMMON COMPETENCIES
LOG493201	Apply workplace procedures in warehousing operations
LOG493202	Perform industry calculations in warehousing operations
LOG493203	Ensure security of stocks and cargo
LOG493204	Provide efficient customer service
LOG493205	Contribute to quality systems
LOG493206	Comply with workplace procedures in handling stocks
LOG493207	Maintain warehouse records

UNIT CODE	CORE COMPETENCIES
LOG432307	Complete receipt/dispatch documentation
LOG432308	Identify and inspect stored stocks
LOG432309	Maintain transport/stock records
LOG432310	Participate in stock inventory count
LOG432311	Render excellent customer service

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

- **Supply Chain Specialist**
- **Logistics Admin. Officer**
- **Supply Chain Documentation Officer**
- **Warehouse Admin. Officer**
- **Warehouse Receipt Officer**
- **Warehouse Dispatch Officer**
- **Warehouse Processing Clerk**
- **Inventory Specialist**

The above-mentioned job titles are used interchangeably in the Transport and Logistics industry. Likewise, the list may not be inclusive of job titles. On this premise, clustering will not be applied.

SECTION 2 COMPETENCY STANDARDS

This section gives the details of the contents of the units of competency required in **WAREHOUSING SERVICES III.**

BASIC COMPETENCIES

UNIT OF COMPETENCY : LEAD WORKPLACE COMMUNICATION

UNIT CODE   : 400311319

UNIT DESCRIPTOR   : This unit covers the knowledge, skills and attitudes   required to lead in the effective dissemination and discussion of ideas, information, and issues in the workplace. This includes preparation of written communication materials.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Communicate information about workplace processes	1.1 Relevant *communication method* is selected based on workplace procedures 1.2 Multiple operations involving several topics/areas are communicated following enterprise requirements 1.3 Questioning is applied to gain extra information 1.4 Relevant sources of information are identified in accordance with workplace/ client requirements 1.5 Information is selected and organized following enterprise procedures 1.6 Verbal and written reporting is undertaken when required 1.7 Communication and negotiation skills are applied and maintained in all relevant situations	1.1 Organization requirements for written and electronic communication methods 1.2 Effective verbal communication methods 1.3 Business writing 1.4 Workplace etiquette	1.1 Organizing information 1.2 Conveying intended meaning 1.3 Participating in a variety of workplace discussions 1.4 Complying with organization requirements for the use of written and electronic communication methods 1.5 Effective business writing 1.6 Effective clarifying and probing skills 1.7 Effective questioning techniques (clarifying and probing)

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Lead workplace discussions	2.1 Response to workplace issues are sought following enterprise procedures 2.2 Response to workplace issues are provided immediately 2.3 Constructive contributions are made to **workplace discussions** on such issues as production, quality and safety 2.4 Goals/ objectives and action plans undertaken in the workplace are communicated promptly	2.1 Organization requirements for written and electronic communication methods 2.2 Effective verbal communication methods 2.3 Workplace etiquette	2.1 Organizing information 2.2 Conveying intended meaning 2.3 Participating in variety of workplace discussions 2.4 Complying with organization requirements for the use of written and electronic communication methods 2.5 Effective clarifying and probing skills
3. Identify and communicate issues arising in the workplace	3.1 Issues and problems are identified as they arise 3.2 Information regarding problems and issues are organized coherently to ensure clear and effective communication 3.3 Dialogue is initiated with appropriate personnel 3.4 Communication problems and issues are raised as they arise 3.5 Identify barriers in communication to be addressed appropriately	3.1 Organization requirements for written and electronic communication methods 3.2 Effective verbal communication methods 3.3 Workplace etiquette 3.4 Communication problems and issues 3.5 Barriers in communication	3.1 Organizing information 3.2 Conveying intended meaning 3.3 Participating in a variety of workplace discussions 3.4 Complying with organization requirements for the use of written and electronic communication methods 3.5 Effective clarifying and probing skills 3.6 Identifying issues 3.7 Negotiation and communication skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Communication method	May include but not limited to: 1.1 Non-verbal gestures 1.2 Verbal 1.3 Face-to-face 1.4 Two-way radio 1.5 Speaking to groups 1.6 Using telephone 1.7 Written 1.8 Internet
2. Workplace discussions	May include but not limited to: 2.1 Coordination meetings 2.2 Toolbox discussion 2.3 Peer-to-peer discussion

EVIDENCE GUIDE

1. Critical aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Dealt with a range of communication/information at one time 1.2 Demonstrated leadership skills in workplace communication 1.3 Made constructive contributions in workplace issues 1.4 Sought workplace issues effectively 1.5 Responded to workplace issues promptly 1.6 Presented information clearly and effectively written form 1.7 Used appropriate sources of information 1.8 Asked appropriate questions 1.9 Provided accurate information
2. Resource Implications	**The following resources should be provided:** 2.1 Variety of Information 2.2 Communication tools 2.3 Simulated workplace
3. Methods of Assessment	**Competency in this unit may be assessed through:** Case problem 3.1 Third-party report 3.2 Portfolio 3.3 Interview 3.4 Demonstration/Role-playing
4. Context for Assessment	4.1 Competency may be assessed in the workplace or in a simulated workplace environment

UNIT OF COMPETENCY   :   **LEAD SMALL TEAMS**

UNIT CODE   :   **400311320**

UNIT DESCRIPTOR   :   This unit covers the knowledge, skills and attitudes to lead small teams including setting, maintaining and monitoring team and individual performance standards.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Provide team leadership	1.1 ***Work requirements*** are identified and presented to team members based on company policies and procedures 1.2 Reasons for instructions and requirements are communicated to team members based on company policies and procedures 1.3 ***Team members' and leaders' concerns*** are recognized, discussed and dealt with based on company practices	1.1 Facilitation of Team work 1.2 Company policies and procedures relating to work performance 1.3 Performance standards and expectations 1.4 Monitoring individual's and team's performance vis a vis client's and group's expectations	1.1 Communication skills required for leading teams 1.2 Group facilitation skills 1.3 Negotiating skills 1.4 Setting performance expectation
2. Assign responsibilities	2.1. Responsibilities are allocated having regard to the skills, knowledge and aptitude required to undertake the assigned task based on company policies. 2.2. Duties are allocated having regard to individual preference, domestic and personal	2.1 Work plan and procedures 2.2 Work requirements and targets 2.3 Individual and group expectations and assignments 2.4 Ways to improve group leadership and membership	2.1 Communication skills 2.2 Management skills 2.3 Negotiating skills 2.4 Evaluation skills 2.5 Identifying team member's strengths and rooms for improvement

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	considerations, whenever possible		
3. Set performance expectations for team members	3.1 Performance expectations are established based on client needs 3.2 Performance expectations are based on individual team member's knowledge, skills and aptitude 3.3 Performance expectations are discussed and disseminated to individual team members	3.1 One's roles and responsibilities in the team 3.2 Feedback giving and receiving 3.3 Performance expectation	3.1 Communication skills 3.2 Accurate empathy 3.3 Congruence 3.4 Unconditional positive regard 3.5 Handling of Feedback
4. Supervise team performance	4.1 Performance is monitored based on defined performance criteria and/or assignment instruction 4.2 Team members are provided with *feedback,* positive support and advice on strategies to overcome any deficiencies based on company practices 4.3 *Performance issues* which cannot be rectified or addressed within the team are referred to appropriate personnel according to employer policy 4.4 Team members are kept informed of any changes in the priority allocated to	4.1 Performance Coaching 4.2 Performance management 4.3 Performance Issues	4.1 Communication skills required for leading teams 4.2 Coaching skill

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	assignments or tasks which might impact on client/customer needs and satisfaction 4.5 Team operations are monitored to ensure that employer/client needs and requirements are met 4.6 Follow-up communication is provided on all issues affecting the team 4.7 All relevant documentation is completed in accordance with company procedures		

RANGE OF VARIABLES

VARIABLE	RANGE
1. Work requirements	May include but not limited to: 1.1. Client Profile 1.2. Assignment instructions
2. Team members' and leaders' concerns	May include but not limited to: 2.1. Roster/shift details
3. Monitor performance	May include but not limited to: 3.1. Formal process 3.2. Informal process
4. Feedback	May include but not limited to: 4.1. Formal process 4.2. Informal process
5. Performance issues	May include but not limited to: 5.1. Work output 5.2. Work quality 5.3. Team participation 5.4. Compliance with workplace protocols 5.5. Safety 5.6. Customer service

EVIDENCE GUIDE

1. Critical aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Maintained or improved individuals and/or team performance given a variety of possible scenario 1.2 Assessed and monitored team and individual performance against set criteria 1.3 Represented concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf 1.4 Allocated duties and responsibilities, having regard to individual's knowledge, skills and aptitude and the needs of the tasks to be performed 1.5 Set and communicated performance expectations for a range of tasks and duties within the team and provided feedback to team members
2. Resource Implications	**The following resources should be provided:** 2.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2 Materials relevant to the proposed activity or task
3. Methods of Assessment	**Competency in this unit may be assessed through:** 3.1 Written Examination 3.2 Oral Questioning 3.3 Portfolio
4. Context for Assessment	4.1 Competency may be assessed in actual workplace or at the designated TESDA Accredited Assessment Center.

UNIT OF COMPETENCY **:** **APPLY CRITICAL THINKING AND PROBLEM-SOLVING TECHNIQUES IN THE WORKPLACE**

UNIT CODE **:** **400311321**

UNIT DESCRIPTOR **:** This unit covers the knowledge, skills and attitudes required to solve problems in the workplace including the application of problem solving techniques and to determine and resolve the root cause/s of specific problems in the workplace.

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Examine specific workplace challenges	1.1 Variances are examined from normal operating **parameters;** and product quality. 1.2 Extent, cause and nature of the specific problem are defined through observation, investigation and *analytical techniques*. 1.3 *Problems* are clearly stated and specified.	1.1 Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations. 1.2 Competence to include the ability to apply and explain, enough for the identification of fundamental causes of specific workplace challenges. 1.3 Relevant equipment and operational processes. 1.4 Enterprise goals, targets and measures. 1.5 Enterprise quality OHS and environmental requirement. 1.6 Enterprise information systems and data collation 1.7 Industry codes and standards.	1.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace. 1.2 Identifying extent and causes of specific challenges in the workplace.

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Analyze the causes of specific workplace challenges**.**	2.1 Possible causes of specific problems are identified based on experience and the use of problem solving tools / analytical techniques. 2.2 Possible cause statements are developed based on findings. 2.3 Fundamental causes are identified per results of investigation conducted.	2.1 Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations. 2.2 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations. 2.3 Relevant equipment and operational processes. 2.4 Enterprise goals, targets and measures. 2.5 Enterprise quality OSH and environmental requirement. 2.6 Enterprise information systems and data collation. 2.7 Industry codes and standards.	2.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace. 2.2 Identifying extent and causes of specific challenges in the workplace. 2.3 Providing clear-cut findings on the nature of each identified workplace challenges.

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Formulate resolutions to specific workplace challenges	3.1 All possible options are considered for resolution of the problem. 3.2 Strengths and weaknesses of possible options are considered. 3.3 Corrective actions are determined to resolve the problem and possible future causes. 3.4 *Action plans* are developed identifying measurable objectives, resource needs and timelines in accordance with safety and operating procedures	3.1 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations 3.2 Relevant equipment and operational processes 3.3 Enterprise goals, targets and measures 3.4 Enterprise quality OSH and environmental requirement 3.5 Principles of decision making strategies and techniques 3.6 Enterprise information systems and data collation 3.7 Industry codes and standards	3.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace. 3.2 Identifying extent and causes of specific challenges in the workplace. 3.3 Providing clear-cut findings on the nature of each identified workplace challenges. 3.4 Devising, communicating, implementing and evaluating strategies and techniques in addressing specific workplace challenges.

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
4. Implement action plans and communicate results	4.1 Action plans are implemented and evaluated. 4.2 Results of plan implementation and recommendations are prepared. 4.2 Recommendations are presented to appropriate personnel. 4.3 Recommendations are followed-up, if required.	4.1 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations 4.2. Relevant equipment and operational processes 4.3 Enterprise goals, targets and measures 4.4 Enterprise quality, OSH and environmental requirement 4.5 Principles of decision making strategies and techniques 4.6 Enterprise information systems and data collation 4.7 Industry codes and standards	4.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace. 4.2 Identifying extent and causes of specific challenges in the workplace. 4.3 Providing clear-cut findings on the nature of each identified workplace challenges. 4.4 Devising, communicating, implementing and evaluating strategies and techniques in addressing specific workplace challenges.

RANGE OF VARIABLES

VARIABLES	RANGE
1. Parameters	May include but not limited to: 1.1 Processes 1.2 Procedures 1.3 Systems
2. Analytical techniques	May include but not limited to: 2.1. Brainstorming 2.2. Intuitions/Logic 2.3. Cause and effect diagrams 2.4. Pareto analysis 2.5. SWOT analysis 2.6. Gant chart, Pert CPM and graphs 2.7. Scatter grams
3. Problem	May include but not limited to: 3.1. Routine, non – routine and complex workplace and quality problems 3.2. Equipment selection, availability and failure 3.3. Teamwork and work allocation problem 3.4. Safety and emergency situations and incidents 3.5. Risk assessment and management
4. Action plans	May include but not limited to: 4.1. Priority requirements 4.2. Measurable objectives 4.3. Resource requirements 4.4. Timelines 4.5. Co-ordination and feedback requirements 4.6. Safety requirements 4.7. Risk assessment 4.8. Environmental requirements

EVIDENCE GUIDE

1. Critical aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Examined specific workplace challenges. 1.2 Analyzed the causes of specific workplace challenges. 1.3 Formulated resolutions to specific workplace challenges. 1.4 Implemented action plans and communicated results on specific workplace challenges.
2. Resource Implications	2.1 Assessment will require access to an operating plant over an extended period of time, or a suitable method of gathering evidence of operating ability over a range of situations. A bank of scenarios / case studies / what ifs will be required as well as bank of questions which will be used to probe the reason behind the observable action.
3. Methods of Assessment	**Competency in this unit may be assessed through:** 3.1 Observation 3.2 Case Formulation 3.3 Life Narrative Inquiry 3.4 Standardized test 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. These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened.
4. Context for Assessment	In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.

UNIT OF COMPETENCY **:** **WORK IN A DIVERSE ENVIRONMENT**

UNIT CODE **:** **400311322**

UNIT DESCRIPTOR **:** This unit covers the outcomes required to work effectively in a workplace characterized by diversity in terms of religions, beliefs, races, ethnicities and other differences.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Develop an individual's cultural awareness and sensitivity	1.1 Individual differences with clients, customers and fellow workers are recognized and respected in accordance with enterprise policies and core values. 1.2 Differences are responded to in a sensitive and considerate manner 1.3 **Diversity** is accommodated using appropriate verbal and non-verbal communication.	1.1 Understanding cultural diversity in the workplace 1.2 Norms of behavior for interacting and dialogue with specific groups (e. g., Muslims and other non-Christians, non-Catholics, tribes/ethnic groups, foreigners) 1.3 Different methods of verbal and non-verbal communication in a multicultural setting	1.1 Applying cross-cultural communication skills (i.e. different business customs, beliefs, communication strategies) 1.2 Showing affective skills – establishing rapport and empathy, understanding, etc. 1.3 Demonstrating openness and flexibility in communication 1.4 Recognizing diverse groups in the workplace and community as defined by divergent culture, religion, traditions and practices

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Work effectively in an environment that acknowledges and values cultural diversity	2.1 Knowledge, skills and experiences of others are recognized and documented in relation to team objectives. 2.2 Fellow workers are encouraged to utilize and share their specific qualities, skills or backgrounds with other team members and clients to enhance work outcomes. 2.3 Relations with customers and clients are maintained to show that diversity is valued by the business.	2.1 Value of diversity in the economy and society in terms of Workforce development 2.2 Importance of inclusiveness in a diverse environment 2.3 Shared vision and understanding of and commitment to team, departmental, and organizational goals and objectives 2.4 Strategies for customer service excellence	2.1 Demonstrating cross-cultural communication skills and active listening 2.2 Recognizing diverse groups in the workplace and community as defined by divergent culture, religion, traditions and practices 2.3 Demonstrating collaboration skills 2.4 Exhibiting customer service excellence

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Identify common issues in a multicultural and diverse environment	3.1 **Diversity-related conflicts** within the workplace are effectively addressed and resolved. 3.2 Discriminatory behaviors towards customers/stakeholders are minimized and addressed accordingly. 3.3 Change management policies are in place within the organization.	3.1 Value, and leverage of cultural diversity 3.2 Inclusivity and conflict resolution 3.3 Workplace harassment 3.4 Change management and ways to overcome resistance to change 3.5 Advanced strategies for customer service excellence	3.1 Addressing diversity-related conflicts in the workplace 3.2 Eliminating discriminatory behavior towards customers and co-workers 3.3 Utilizing change management policies in the workplace

RANGE OF VARIABLES

VARIABLE	RANGE
1. Diversity	This refers to diversity in both the workplace and the community and may include divergence in: 1.1 Religion 1.2 Ethnicity, race or nationality 1.3 Culture 1.4 Gender, age or personality 1.5 Educational background
2. Diversity-related conflicts	May include conflicts that result from: 2.1 Discriminatory behaviors 2.2 Differences of cultural practices 2.3 Differences of belief and value systems 2.4 Gender-based violence 2.5 Workplace bullying 2.6 Corporate jealousy 2.7 Language barriers 2.8 Individuals being differently-abled persons 2.9 Ageism (negative attitude and behavior towards old people)

EVIDENCE GUIDE

1. Critical aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Adjusted language and behavior as required by interactions with diversity 1.2 Identified and respected individual differences in colleagues, clients and customers 1.3 Applied relevant regulations, standards and codes of practice
2. Resource Implications	**The following resources should be provided:** 2.1 Access to workplace and resources 2.2 Manuals and policies on Workplace Diversity
3. Methods of Assessment	**Competency in this unit may be assessed through:** 3.1 Demonstration or simulation with oral questioning 3.2 Group discussions and interactive activities 3.3 Case studies/problems involving workplace diversity issues 3.4 Third-party report 3.5 Written examination 3.6 Role Plays
4. Context for Assessment	4.1 Competency assessment may occur in workplace or any appropriately simulated environment

UNIT OF COMPETENCY : **PROPOSE METHODS OF APPLYING LEARNING AND INNOVATION IN THE ORGANIZATION**

UNIT CODE : **400311323**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to assess general obstacles in the application of learning and innovation in the organization and to propose practical methods of such in addressing organizational challenges.

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Assess work procedures, processes and systems in terms of innovative practices	1.1. R*easons* for innovation are incorporated to work procedures. 1.2. *Models of innovation* are researched. 1.3. G*aps or barriers* to innovation in one's work area are analyzed. 1.4. Staff who can support and foster innovation in the work procedure are identified.	1.1 Seven habits of highly effective people. 1.2 Character strengths that foster innovation and learning (Christopher Peterson and Martin Seligman, 2004) 1.3 Five minds of the future concepts (Gardner, 2007). 1.4 Adaptation concepts in neuroscience (Merzenich, 2013). 1.5 Transtheoretical model of behavior change (Prochaska, DiClemente, & Norcross, 1992).	1.1 Demonstrating collaboration and networking skills. 1.2 Applying basic research and evaluation skills 1.3 Generating insights on how to improve organizational procedures, processes and systems through innovation.

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Generate practical action plans for improving work procedures, processes	2.1 Ideas for innovative work procedure to foster innovation using individual and group techniques are conceptualized 2.2 Range of ideas with other team members and colleagues are evaluated and discussed 2.3 Work procedures and processes subject to change are selected based on *workplace requirements* (feasible and innovative). 2.4 Practical action plans are proposed to facilitate simple changes in the work procedures, processes and systems. 2.5 *Critical inquiry* is applied and used to facilitate discourse on adjustments in the simple work procedures, processes and systems.	2.1 Seven habits of highly effective people. 2.2 Character strengths that foster innovation and learning (Christopher Peterson and Martin Seligman, 2004) 2.3 Five minds of the future concepts (Gardner, 2007). 2.4 Adaptation concepts in neuroscience (Merzenich, 2013). 2.5 Transtheoretical model of behavior change (Prochaska, DiClemente, & Norcross, 1992).	2.1 Assessing readiness for change on simple work procedures, processes and systems. 2.2 Generating insights on how to improve organizational procedures, processes and systems through innovation. 2.3 Facilitating action plans on how to apply innovative procedures in the organization.

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Evaluate the effectiveness of the proposed action plans	3.1 Work structure is analyzed to identify the impact of the new work procedures 3.2 Co-workers/key personnel is consulted to know who will be involved with or affected by the work procedure 3.3 Work instruction operational plan of the new work procedure is developed and evaluated. 3.4 Feedback and suggestion are recorded. 3.5 Operational plan is updated. 3.6 Results and impact on the developed work instructions are reviewed 3.7 Results of the new work procedure are evaluated 3.8 Adjustments are recommended based on results gathered	3.1 Five minds of the future concepts (Gardner, 2007). 3.2 Adaptation concepts in neuroscience (Merzenich, 2013). 3.3 Transtheoretical model of behavior change (Prochaska, DiClemente, & Norcross, 1992).	3.1 Generating insights on how to improve organizational procedures, processes and systems through innovation. 3.2 Facilitating action plans on how to apply innovative procedures in the organization. 3.3 Communicating results of the evaluation of the proposed and implemented changes in the workplace procedures and systems. 3.4 Developing action plans for continuous improvement on the basic systems, processes and procedures in the organization.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Reasons	May include but not limited to: 1.1 Strengths and weaknesses of the current systems, processes and procedures. 1.2 Opportunities and threats of the current systems, processes and procedures.
2. Models of innovation	May include but not limited to: 2.1 Seven habits of highly effective people. 2.2 Five minds of the future concepts (Gardner, 2007). 2.3 Neuroplasticity and adaptation strategies.
3. Gaps or barriers	May include but not limited to: 3.1 Machine 3.2 Manpower 3.3 Methods 3.4 Money
4. Critical Inquiry	May include but not limited to: 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.

EVIDENCE GUIDE

1. Critical aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Established the reasons why innovative systems are required 1.2 Established the goals of a new innovative system 1.3 Analyzed current organizational systems to identify gaps and barriers to innovation 1.4 Assessed work procedures, processes and systems in terms of innovative practices 1.5 Generate practical action plans for improving work procedures, and processes. 1.6 Reviewed the trial innovative work system and adjusted reflect evaluation feedback, knowledge management systems and future planning. 1.7 Evaluated the effectiveness of the proposed action plans.
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   :   USE INFORMATION SYSTEMATICALLY

UNIT CODE   :   400311324

UNIT DESCRIPTOR   : This unit covers the knowledge, skills and attitudes required to use technical information systems, apply information technology (IT) systems and edit, format & check information.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Use technical information	1.1 ***Information*** are *c*ollated and organized into a suitable form for reference and use 1.2 Stored information are classified so that it can be quickly identified and retrieved when needed 1.3 Guidance are advised and offered to people who need to find and use information	1.1 Application in collating information 1.2 Procedures for inputting, maintaining and archiving information 1.3 Guidance to people who need to find and use information 1.4 Organize information 1.5 classify stored information for identification and retrieval 1.6 Operate the technical information system by using agreed procedures	1.1 Collating information 1.2 Operating appropriate and valid procedures for inputting, maintaining and archiving information 1.3 Advising and offering guidance to people who need to find and use information 1.4 Organizing information into a suitable form for reference and use 1.5 Classifying stored information for identification and retrieval 1.6 Operating the technical information system by using agreed procedures

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Apply information technology (IT)	2.1. **Technical information** system is operated using agreed procedures 2.2. Appropriate and valid procedures are operated for inputting, maintaining and archiving information 2.3. **Software** required are utilized to execute the project activities 2.4. Information and data obtained are handled, edited, formatted and checked from a range of internal and external **sources** 2.5. Information are extracted, entered, and processed to produce the outputs required by **customers** 2.6. Own skills and understanding are shared to help others 2.7. Specified **security measures** are implemented to protect the confidentiality and integrity of project data held in IT systems	2.1. Attributes and limitations of available software tools 2.2. Procedures and work instructions for the use of IT 2.3. Operational requirements for IT systems 2.4. Sources and flow paths of data 2.5. Security systems and measures that can be used 2.6. Extract data and format reports 2.7. Methods of entering and processing information 2.8. WWW enabled applications	2.1. Identifying attributes and limitations of available software tools 2.2. Using procedures and work instructions for the use of IT 2.3. Describing operational requirements for IT systems 2.4. Identifying sources and flow paths of data 2.5. Determining security systems and measures that can be used 2.6. Extracting data and format reports 2.7. Describing methods of entering and processing information 2.8. Using WWW applications

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Edit, format and check information	3.1 Basic editing techniques are used 3.2 Accuracy of documents are checked 3.3 Editing and formatting tools and techniques are used for more complex documents 3.4 Proof reading techniques is used to check that documents look professional	3.1 Basic file-handling techniques 3.2 Techniques in checking documents 3.3 Techniques in editing and formatting 3.4 Proof reading techniques	3.1 Using basic file-handling techniques is used for the software 3.2 Using different techniques in checking documents 3.3 Applying editing and formatting techniques 3.4 Applying proof reading techniques

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information	May include but not limited to: 1.1 Property 1.2 Organizational 1.3 Technical reference
2. Technical information	May include but not limited to: 2.1 paper based 2.2 electronic
3. Software	May include but not limited to: 3.1 spreadsheets 3.2 databases 3.3 word processing 3.4 presentation
4. Sources	May include but not limited to: 4.1 other IT systems 4.2 manually created 4.3 within own organization 4.4 outside own organization 4.5 geographically remote
5. Customers	May include but not limited to: 5.1 colleagues 5.2 company and project management 5.3 clients
6. Security measures	May include but not limited to: 6.1 access rights to input; 6.2 passwords; 6.3 access rights to outputs; 6.4 data consistency and back-up; 6.5 recovery plans

EVIDENCE GUIDE

1. Critical aspects of Competency	**Assessment requires evidence that the candidate**: 1.1. Used technical information systems and information technology 1.2. Applied information technology (IT) systems 1.3. Edited, formatted and checked information
2. Resource Implications	**The following resources should be provided:** 2.1. Computers 2.2. Software and IT system
3. Methods of Assessment	**Competency in this unit should be assessed through:** 3.1. Direct Observation 3.2. Oral interview and written test
4. Context for Assessment	4.1 Competency may be assessed individually in the actual workplace or through accredited institution

UNIT OF COMPETENCY	:	**EVALUATE OCCUPATIONAL SAFETY AND HEALTH WORK PRACTICES**
UNIT CODE	:	**400311325**
UNIT DESCRIPTOR	:	This unit covers the knowledge, skills and attitudes required to interpret Occupational Safety and Health practices, set OSH work targets, and evaluate effectiveness of Occupational Safety and Health work instructions

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Interpret Occupational Safety and Health practices	1.1 ***OSH work practices issues*** are identified relevant to work requirements 1.2 OSH work standards and procedures are determined based on applicability to nature of work 1.3 Gaps in work practices are identified related to relevant OSH work standards	1.1 OSH work practices issues 1.2 OSH work standards 1.3 General OSH principles and legislations 1.4 Company/ workplace policies/ guidelines 1.5 Standards and safety requirements of work process and procedures	1.1 Communication skills 1.2 Interpersonal skills 1.3 Critical thinking skills 1.4 Observation skills
2. Set OSH work targets	2.1 Relevant work information are gathered necessary to determine OSH work targets 2.2 ***OSH Indicators*** based on gathered information are agreed upon to measure effectiveness of workplace OSH policies and procedures 2.3 Agreed OSH indicators are endorsed for approval from appropriate personnel 2.4 ***OSH work instructions*** are received in accordance with workplace policies and procedures*	2.1 OSH work targets 2.2 OSH Indicators 2.3 OSH work instructions 2.4 Safety and health requirements of tasks 2.5 Workplace guidelines on providing feedback on OSH and security concerns 2.6 OSH regulations Hazard control procedures 2.7 OSH trainings relevant to work	2.1 Communication skills 2.2 Collaborating skills 2.3 Critical thinking skills 2.4 Observation skills

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Evaluate effectiveness of Occupational Safety and Health work instructions	3.1 OSH Practices are observed based on workplace standards 3.2 Observed OSH practices are measured against approved *OSH metrics* 3.3 Findings regarding effectiveness are assessed and gaps identified are implemented based on OSH work standards	3.1. OSH Practices 3.2. OSH metrics 3.3. OSH Evaluation Techniques 3.4. OSH work standards	3.1. Critical thinking skills 3.2. Evaluating skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. OSH Work Practices Issues	May include but not limited to: 1.1 Workers' experience/observance on presence of work hazards 1.2 Unsafe/unhealthy administrative arrangements (prolonged work hours, no break-time, constant overtime, scheduling of tasks) 1.3 Reasons for compliance/non-compliance to use of PPEs or other OSH procedures/policies/ guidelines
2. OSH Indicators	May include but not limited to: 2.1 Increased of incidents of accidents, injuries 2.2 Increased occurrence of sickness or health complaints/symptoms 2.3 Common complaints of workers' related to OSH 2.4 High absenteeism for work-related reasons
3. OSH Work Instructions	May include but not limited to: 3.1 Preventive and control measures, and targets 3.2 Eliminate the hazard (i.e., get rid of the dangerous machine 3.3 Isolate the hazard (i.e. keep the machine in a closed room and operate it remotely; barricade an unsafe area off) 3.4 Substitute the hazard with a safer alternative (i.e., replace the machine with a safer one) 3.5 Use administrative controls to reduce the risk (i.e. give trainings on how to use equipment safely; OSH-related topics, issue warning signages, rotation/shifting work schedule) 3.6 Use engineering controls to reduce the risk (i.e. use safety guards to machine) 3.7 Use personal protective equipment 3.8 Safety, Health and Work Environment Evaluation 3.9 Periodic and/or special medical examinations of workers
4. OSH metrics	May include but not limited to: 4.1 Statistics on incidence of accidence and injuries 4.2 Morbidity (Type and Number of Sickness) 4.3 Mortality (Cause and Number of Deaths) 4.4 Accident Rate

EVIDENCE GUIDE

1. Critical aspects of Competency	**Assessment requires evidence that the candidate:** 1.1. Identify OSH work practices issues relevant to work requirements 1.2. Identify gaps in work practices related to relevant OSH work standards 1.3. Agree upon OSH Indicators based on gathered information to measure effectiveness of workplace OSH policies and procedures 1.4. Receive OSH work instructions in accordance with workplace policies and procedures 1.5. Compare Observed OSH practices with against approved OSH work instructions 1.6. Assess findings regarding effectiveness based on OSH work standards
2. Resource Implications	**The following resources should be provided:** 2.1 Facilities, materials, tools and equipment necessary for the activity
3. Methods of Assessment	**Competency in this unit may be assessed through:** 3.1 Observation/Demonstration with oral questioning 3.2 Third party report 3.3 Written exam
4. Context for Assessment	4.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY : **EVALUATE ENVIRONMENTAL WORK PRACTICES**

UNIT CODE : **400311326**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitude to interpret environmental Issues, establish targets to evaluate environmental practices and evaluate effectiveness of environmental practices

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Interpret environmental practices, policies and procedures	1.1 ***Environmental work practices issues*** are identified relevant to work requirements 1.2 Environmental standards and procedures nature of work are determined based on Applicability to nature of work 1.3 Gaps in work practices related to Environmental Standards and Procedures are identified	1.1 Environmental issues 1.2 Environmental work procedures 1.3 Environmental laws 1.4 Environmental hazardous and non-hazardous materials 1.5 Environmental required license, registration or certification	1.1 Analyzing environmental issues and concerns 1.2 Critical thinking 1.3 Problem solving 1.4 Observing
2. Establish targets to evaluate environmental practices	2.1 Relevant information are gathered necessary to determine environmental work targets 2.2 ***Environmental Indicators*** based on gathered information are s to measure environmental work targets 2.3 Indicators are verified with appropriate personnel	2.1 Environmental Indicators 2.2 Relevant Environment Personnel or expert 2.3 Relevant Environmental Trainings and Seminars	2.1 Investigative Skills 2.2 Critical thinking 2.3 Problem Solving 2.4 Observing

ELEMENTS	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Evaluate effectiveness of environmental practices	3.1 Work environmental practices are recorded based on workplace standards 3.2 Recorded work environmental practices are compared against planned indicators 3.3 Findings regarding effectiveness are assessed and gaps identified are implemented based on environment work standards and procedures 3.4 Results of environmental assessment are conveyed to appropriate personnel	3.1 Environmental Practices 3.2 Environmental Standards and Procedures	3.1 Documenting record-keeping 3.2 Critical thinking 3.3 Problem Solving 3.4 Observing

RANGE OF VARIABLES

VARIABLE	R A N G E
1. Environmental work practices issues	May include but not limited to: 1.1 Water Quality 1.2 National and Local Government Issues 1.3 Safety 1.4 Endangered Species 1.5 Noise 1.6 Air Quality 1.7 Historic 1.8 Waste 1.9 Cultural
2. Environmental Indicators	May include but not limited to: 2.1 Noise level 2.2 Lighting (Lumens) 2.3 Air Quality - Toxicity 2.4 Thermal Comfort 2.5 Vibration 2.6 Radiation 2.7 Quantity of the Resources 2.8 Volume

EVIDENCE GUIDE

1. Critical aspects of Competency	**Assessment requires evidence that the candidate:** 1.1. Identified environmental issues relevant to work requirements 1.2. Identified gaps in work practices related to Environmental Standards and Procedures 1.3. Gathered relevant information necessary to determine environmental work targets 1.4. Set environmental indicators based on gathered information to measure environmental work targets 1.5. Recorded work environmental practices are recorded based on workplace standards 1.6. Conveyed results of environmental assessment to appropriate personnel
2. Resource Implications	**The following resources should be provided:** 2.1 Workplace/Assessment location 2.2 Legislation, policies, procedures, protocols and local ordinances relating to environmental protection 2.3 Case studies/scenarios relating to environmental protection
3. Methods of Assessment	**Competency in this unit may be assessed through:** 3.1 Written/ Oral Examination 3.2 Interview/Third Party Reports 3.3 Portfolio (citations/awards from GOs and NGOs, certificate of training – local and abroad) 3.4 Simulations and role-plays
4. Context for Assessment	4.1 Competency may be assessed in actual workplace or at the designated TESDA center.

UNIT OF COMPETENCY : **FACILITATE ENTREPRENEURIAL SKILLS FOR MICRO-SMALL-MEDIUM ENTERPRISES (MSMEs)**

UNIT CODE **:** **400311327**

UNIT DESCRIPTOR **:** This unit covers the outcomes required to build, operate and grow a micro/small-scale enterprise.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Develop and maintain micro-small-medium enterprise (MSMEs) skills in the organization	1.1 Appropriate *business strategies* are determined and set for the enterprise based on current and emerging business environment. 1.2 *Business operations* are monitored and controlled following established procedures. 1.3 Quality assurance measures are implemented consistently. 1.4 Good relations are maintained with staff/workers. 1.5 Policies and procedures on occupational safety and health and environmental concerns are constantly observed.	1.1 Business models and strategies 1.2 Types and categories of businesses 1.3 Business operation 1.4 Basic Bookkeeping 1.5 Business internal controls 1.6 Basic quality control and assurance concepts 1.7 Government and regulatory processes	1.1 Basic bookkeeping/ accounting skills 1.2 Communication skills 1.3 Building relations with customer and employees 1.4 Building competitive advantage of the enterprise
2. Establish and maintain client-base/market	2.1 Good customer relations are maintained 2.2 New customers and markets are identified, explored and reached out to. 2.3 Promotions/Incentives are offered to loyal customers 2.4 Additional products and services are evaluated and tried where feasible. 2.5 *Promotional/advertising initiatives* are carried out where necessary and feasible.	2.1 Public relations concepts 2.2 Basic product promotion strategies 2.3 Basic market and feasibility studies 2.4 Basic business ethics	2.1 Building customer relations 2.2 Individual marketing skills 2.3 Using basic advertising (posters/ tarpaulins, flyers, social media, etc.)

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Apply budgeting and financial management skills	3.1 Enterprise is built up and sustained through judicious control of cash flows. 3.2 Profitability of enterprise is ensured though appropriate *internal controls*. 3.3 Unnecessary or lower-priority expenses and purchases are avoided.	3.1 Cash flow 3.2 Management 3.3 Basic financial management 3.4 Basic financial accounting 3.5 Business internal controls	3.1 Setting business priorities and strategies 3.2 Interpreting basic financial statements 3.3 Preparing business plans

RANGE OF VARIABLES

VARIABLE	RANGE
1. Business strategies	May include but not limited to: 1.1. Developing/Maintaining niche market 1.2. Use of organic/healthy ingredients 1.3. Environment-friendly and sustainable practices 1.4. Offering both affordable and high-quality products and services 1.5. Promotion and marketing strategies (e. g., on-line marketing)
2. Business operations	May include but not limited to: 2.1 Purchasing 2.2 Accounting/Administrative work 2.3 Production/Operations/Sales
3. Internal controls	May include but not limited to: 3.1 Accounting systems 3.2 Financial statements/reports 3.3 Cash management
4. Promotional/Advertising initiatives	May include but not limited to: 4.1 Use of tarpaulins, brochures, and/or flyers 4.2 Sales, discounts and easy payment terms 4.3 Use of social media/Internet 4.4 "Service with a smile" 4.5 Extra attention to regular customers

EVIDENCE GUIDE

1. Critical aspects of competency	**Assessment requires evidence that the candidate:** 1.1 Demonstrated basic entrepreneurial skills 1.2 Demonstrated ability to conceptualize and plan a micro/small enterprise 1.3 Demonstrated ability to manage/operate a micro/small-scale business
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
3. Methods of Assessment	**Competency in this unit may be assessed through:** 3.1 Written examination 3.2 Demonstration/observation with oral questioning 3.3 Portfolio assessment with interview 3.4 Case problems
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 WORKPLACE PROCEDURES IN WAREHOUSING OPERATIONS**

UNIT CODE   **:**   **LOG493201**

UNIT DESCRIPTOR   **:**   This unit involves the skills and knowledge required to apply workplace procedures in warehousing operations. It includes identifying critical aspects of warehousing operations, performing workload, and applying ethical practices.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify critical aspects of the warehousing operations	1.1 The layout of the workplace, the flow of materials and goods/stocks (where relevant) and the ***workplace procedures*** in each work area are identified 1.2 Organizational structure and working relationship is identified 1.3 Individual responsibilities under employment contracts are adhered to. 1.4 Workplace ***hazards*** are identified and eliminated. 1.5 Appropriate ***personal protective equipment (PPE)*** are identified and used in accordance with safety regulations and workplace requirements. 1.6 Workplace emergency procedures are identified and followed in real and simulated emergency situation	1.1 Site or workplace layout 1.2 Workplace procedures and standards 1.3 OS&H and environmental protection responsibilities 1.4 Company rules and regulations 1.5 Organizational and workplace structure 1.6 Roles and responsibilities of individuals in the workplace 1.7 Workplace hazards handling procedures 1.8 Personal protective equipment and instructions of its use 1.9 Emergency procedures	1.1 Completing workplace orientation and induction procedures 1.2 Comprehending workplace information, and procedures 1.3 Following operational instructions 1.4 Working collaboratively with others 1.5 Applying precautionary measures to eliminate workplace hazards 1.6 Identifying and using appropriate personal protective equipment 1.7 Working safely to avoid inflicting injury to self and others, or damage to goods or property and equipment

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Perform assigned workload	2.1 Priorities, schedules and deadlines are agreed with stakeholders 2.2 Work activities are planned and work progress is communicated 2.3 Work is completed in accordance with workplace procedures and standards. 2.4 Work improvement is discussed with *appropriate personnel* prior to implementation	2.1 System of establishing priorities and deadlines 2.2 Work plan and method of monitoring work progress 2.3 Workplace metrics 2.4 Innovation techniques	2.1 Establishing priorities and deadlines 2.2 Work planning 2.3 Monitoring work progress 2.4 Completing work within the acceptable standards 2.5 Brainstorming
3. Apply ethical practices	3.1 Relevant regulations and legislation are identified and complied 3.2 Code of ethics is observed 3.3 Deadlines and commitments are met 3.4 Required confidentiality is maintained 3.5 Workplace security policies are followed	3.1 Relevant regulations and legislation 3.2 Code of Ethics 3.3 Work ethics 3.4 Commitment Dates 3.5 Timelines 3.6 Contract "confidentiality" clause 3.7 Data privacy act 3.8 Workplace security policies 3.9 Gender Sensitivity Policy	3.1 Identifying relevant regulations and legislation 3.2 Applying code of ethics 3.3 Meeting deadlines and commitments 3.4 Maintaining required confidentiality 3.5 Following workplace security policies

RANGE OF VARIABLES

VARIABLE	RANGE
1. Workplace Procedures	May include: 1.1 Company procedures 1.2 Established departmental procedures 1.3 Work Instructions/ Process Flows 1.4 Security and safety procedures
2. Hazards	May include: 2.1 Vehicular traffic and pedestrians 2.2 Uneven ground, steps, roads, and work surfaces 2.3 Dust and vapors 2.4 Hazardous or dangerous materials 2.5 Humidity and extreme temperatures 2.6 Light including UV rays 2.7 Noise 2.8 Working at heights
3. Personal Protective Equipment (PPE)	May include: 3.1 Dust mask 3.2 Hard Hat 3.3 Hairnet/Head Cap 3.4 Safety shoes 3.5 Gloves 3.6 Safety goggles 3.7 Ear muff/ear plug 3.8 Sunscreen 3.9 High visibility clothing 3.10 Thermal jacket/pants 3.11 Harness
4. Appropriate Personnel	May include: 4.1 Managers 4.2 Supervisors/team leaders 4.3 Workplace personnel 4.4 Contractors 4.5 Official representatives 4.6 Union representatives 4.7 Industrial relations 4.8 OS&H specialists 4.9 Other professional or technical staff

EVIDENCE GUIDE

1. Critical Aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Identified the layout of the workplace, the flow of materials and goods and the workplace procedures in each work area 1.2 Identified and followed workplace emergency procedures in real and simulated emergency situation 1.3 Planned work activities and prepared work progress report 1.4 Completed work in accordance with the workplace procedures and standards 1.5 Identified relevant regulations and legislation 1.6 Applied appropriate code of ethics
2. Resource Implications	**The following resources should be provided:** 2.1 Workplace location 2.2 Materials 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 and Oral questioning 3.3 Interview
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at th[e] designated TESDA accredited Assessment Center.

UNIT OF COMPETENCY: **PERFORM INDUSTRY CALCULATIONS IN WAREHOUSING OPERATIONS**

UNIT CODE **:** **LOG493202**

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 data.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms are elaborated in the Range of Variable*	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Carry out calculations	1.1 Items are counted singly and in batches and sorted numerically, as required in workplace tasks 1.2 **Calculations** needed to complete work tasks are performed using the **mathematical operations** in accordance with workplace procedures. 1.3 Results of calculations are validated.	1.1 Mathematical operations and techniques 1.2 Procedures in using relevant workplace technology in carrying out calculations 1.3 Problem analysis and solving	1.1 Counting of items singly and in batches and storing numerically as required in workplace tasks 1.2 Performing needed calculations in accordance with workplace procedures 1.3 Validating results of calculations
2. Prepare estimates	2.1 **Materials and resources** that require estimates are identified 2.2 Estimates on materials and resources are prepared in accordance with workplace requirements 2.3 Adjustment is made for any discrepancy between the estimates and actual materials and resources	2.1 Classification of materials and resources 2.2 Materials and resource planning 2.3 Techniques in preparing estimates 2.4 Analysis of deviation versus standards	2.1 Preparing estimates on materials and resources 2.2 Analyzing deviation 2.3 Preparing adjustment for discrepancies
3. Interpret graphical representations of data	3.1 Data are collated. 3.2 Data are translated into graphical representations 3.3 Graphical representations are interpreted in accordance with workplace requirements	3.1 Data analysis 3.2 Graphical representations 3.3 Methods of interpreting graphs	3.1 Collating data 3.2 Analyzing data 3.3 Interpreting graphs

RANGE OF VARIABLES

VARIABLE	RANGE
1. Calculations	May include: 1.1 Money 1.2 Volume 1.3 Width 1.4 Height 1.5 Weight 1.6 Time 1.7 Dimensions 1.8 Length and distance 1.9 Area 1.10 Perimeter 1.11 Capacity
2. Mathematical Operations	May include: 2.1 Multiplication 2.2 Division 2.3 Addition 2.4 Subtraction 2.5 Fraction 2.6 Percentages 2.7 Ratio and proportion 2.8 Conversion
3. Materials and Resources	May include: 3.1 Raw materials 3.2 Packaging materials 3.3 Finished goods 3.4 Work-in process 3.5 Promo items 3.6 Manpower 3.7 Man hours 3.8 Pallet 3.9 Pallet spaces 3.10 Collaterals

EVIDENCE GUIDE

1.	Critical Aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Performed calculations in accordance with workplace procedures 1.2 Made accurate estimates to complete assigned work activities 1.3 Recognized, interpreted and acted upon graphical information
2.	Resource Implications	**The following resources should be provided:** 2.1 Workplace location 2.2 Materials 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 and oral questioning 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: **ENSURE SECURITY OF STOCKS AND CARGO**

UNIT CODE **:** **LOG493203**

UNIT DESCRIPTOR **:** This unit involves the skills and knowledge required to comply with the security procedures in the transport and logistics industry. It includes maintaining the security of stocks and cargo, identifying security threats and responding to a security threat.

ELEMENT	PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Maintain security of stocks and cargo	1.1 Stocks and cargo are secured in accordance with workplace procedures 1.2 *Security measures* on stocks and cargo are maintained in accordance with workplace procedures 1.3 Signs of pilferage, theft and interference are reported in accordance with workplace procedures 1.4 Suspicious stocks and cargo are reported promptly to appropriate personnel 1.5 Any breach of security is reported promptly to appropriate personnel	1.1 Applicable transport security legislation both local and international 1.2 Workplace procedures 1.3 Security threats and incidents	1.1 Understanding security regulations both local and international 1.2 Observing security signs and procedures 1.3 Reporting security related incidents
2. Identify a security threat	2.1 Information on *security threats* is disseminated 2.2 Simulation of security threat is conducted 2.3 Actual security threat is identified 2.4 Security threat is assessed	2.1 Applicable transport security legislation both local and international 2.2 Workplace procedures 2.3 Security threats and incidents	2.1 Identifying applicable transport security legislation both local and international 2.2 Reporting problems that arise when following security procedures 2.3 Recognizing signs of pillage, theft and interference with stocks and goods 2.4 Recognizing signs of security threats and situations

ELEMENT	PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Respond to a security threat	3.1 Response to an identified security threat is in accordance with workplace procedures 3.2 Security threats are handled within limits of responsibility using available *communications systems* in the workplace 3.3 Documentation of security threat is prepared	3.1 Common security p problems that may occur when carrying out operations in the workplace and action that can be taken to address and resolve the problems 3.2 Relevant documentation and reporting requirements	3.1 Completing required documentation and reports related to security procedures 3.2 Working collaboratively with others when following security procedures 3.3 Modifying activities depending on differing workplace contexts risk situations and environments 3.4 Applying security programs and procedures in-response to identified security threats 3.5 Promptly reporting and/or rectifying any identified problems that may arise when following security procedures in accordance with regulatory requirements and workplace procedures

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. Security Threats	May include: 2.1 Explosive devices 2.2 Terrorist attack 2.3 Piracy 2.4 Robbery 2.5 Hostage 2.6 Cyber attack 2.7 Pillaging
3. Communications Systems	May include: 3.1 Phone 3.2 Radio 3.3 Email 3.4 Internet 3.5 SMS

EVIDENCE GUIDE

1. Critical Aspects of Competency	**Assessment requires evidence that the candidate**: 1.1 Secured goods and stocks in accordance with workplace security procedures and applicable security regulations 1.2 Checked and maintained seals, tamper proof packaging, locks and other security measures on goods or cargo in accordance with workplace security procedures 1.3 Identified and assessed security threat or situation in accordance with the workplace security program and procedures 1.4 Responded to an identified security threat or situation in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan 1.5 Handled appropriately any security threats or incidents in accordance with established response plan and within limits of responsibility
2. Resource Implications	**The following resources should be provided:** 2.1 Workplace location 2.2 Materials 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 and oral questioning 3.3 Demonstration with questioning 3.4 Interview
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

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

UNIT CODE   :   **LOG493204**

UNIT DESCRIPTOR   :   This unit involves the skills and knowledge required to provide efficient customer service. It includes defining customer service requirements, rendering customer service, and monitoring customer satisfaction.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms are elaborated in the Range of Variable*	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Define customer service requirements	1.1 Products and services are understood 1.2 **Customers** are identified 1.3 **Customer service requirements** are determined	1.1 Products and Services 1.2 Type of Customers 1.3 Customer service requirements	1.1 Knowing products and services 1.2 Communicating Skills 1.3 Applying interpersonal skills
2. Render customer service	2.1 **Workplace standards on customer service** are disseminated 2.2 Customer inquiries and complaints are dealt with in accordance with workplace procedures 2.3 Customer service is delivered efficiently.	2.1 Customer service 2.2 Workplace procedures 2.3 Techniques in handling customer inquiries and complaints 2.4 Phone etiquette	2.1 Handling customer inquiries and complaints 2.2 Communicating 2.3 Problem solving 2.4 Rendering customer service
3. Monitor customer satisfaction	3.1 Customer feedback mechanism is in place 3.2 Customer satisfaction is monitored 3.3 Reports are analyzed for customer service improvement	3.1 Customer Feedback Mechanism 3.2 Customer feedback reports 3.3 Data analysis	3.1 Soliciting Feedback 3.2 Analyzing data 3.3 Documenting Skills 3.4 Monitoring customer satisfaction 3.5 Negotiating Skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Customers	May include: 1.1 Internal 1.2 External
2. Customer Service Requirements	May include: 2.1 Transport mode 2.2 Packaging configuration 2.3 Delivery instructions
3. Workplace Standards on Customer Service	May include: 3.1 Prompt delivery 3.2 Correct delivery 3.3 Zero damage 3.4 Zero complaint

EVIDENCE GUIDE

1. Critical Aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Determined customer service requirements 1.2 Rendered customer service 1.3 Monitored customer satisfaction 1.4 Prepared reports on customer satisfaction
2. Resource Implications	**The following resources should be provided:** 2.1 Workplace location 2.2 Materials 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 and oral questioning 3.3 Demonstration with questioning 3.4 Interview
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

UNIT OF COMPETENCY: **CONTRIBUTE TO QUALITY SYSTEMS**

UNIT CODE   **:**   **LOG493205**

UNIT DESCRIPTOR   **:**   This unit involves the skills and knowledge required to contribute to quality systems within the workplace. It includes applying quality concepts to work, evaluating proposed work process improvements and implementing work process improvements.

ELEMENT	PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Apply quality concepts	1.1 Workplace **quality concepts** are identified 1.2 Responsibility for quality of work is assumed 1.3 Quality concepts are applied at work	1.1 Quality concepts 1.2 Workplace procedures 1.3 Job roles and responsibilities	1.1 Communicating skills 1.2 Documenting skills 1.3 Applying basic quality concepts at work 1.4 Comprehending information and work instructions 1.5 Working collaboratively with others
2. Evaluate proposed work process improvements	2.1 Proposed **work process improvements** are drafted 2.2 Proposed process improvements are shortlisted 2.3 Probable work process improvements are evaluated	2.1 Work process improvement concepts 2.2 Methods of evaluating work process improvements	2.1 Analyzing skills 2.2 Evaluating work process improvements
3. Implement work process improvements	3.1 Feasible work process improvements are selected 3.2 Work process improvement is implemented 3.3 Work process improvements are monitored	3.1 Methods of implementing work process improvements 3.2 Work process improvement metrics	3.1 Selecting feasible work process improvement 3.2 Monitoring work process improvement

RANGE OF VARIABLES

VARIABLE	RANGE
1. Quality Concepts	May include: 1.1 Stocks rotation policy 1.2 Guidelines on stocks identification 1.3 Policy on stocks segregation 1.4 Guidelines on handling hazardous materials
2. Work Process Improvements	May include: 2.1 Process simplification 2.2 Cost reduction 2.3 Computerization 2.4 Accounting of documents 2.5 Technology advancement

EVIDENCE GUIDE

1. Critical Aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Applied workplace quality concepts 1.2 Evaluated proposed work process improvements 1.3 Implemented work process improvements
2. Resource Implications	**The following resources should be provided:** 2.1 Workplace location 2.2 Materials 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 must be assessed through:** 3.1 Written test 3.2 Direct observation and 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: **COMPLY WITH WORKPLACE PROCEDURES IN HANDLING STOCKS**

UNIT CODE **:** **LOG493206**

UNIT DESCRIPTOR **:** This unit involves the skills and knowledge required to comply with workplace procedures in handling stocks. It includes categorizing stocks, identifying storage locations and handling stocks.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms are elaborated in the Range of Variable*	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Categorize stocks	1.1 Warehouse personnel is required to attend product orientation 1.2 Stocks are grouped according to classification 1.3 Stock movements are considered in *stocks classification*	1.1 Stocks Classification 1.2 Sources of product information 1.3 Organizational Chart 1.4 Product codes 1.5 Barcode structure 1.6 Shelf life 1.7 Batch number 1.8 Quality status 1.9 Inventory reports	1.1 Identifying stocks 1.2 Classifying stocks 1.3 Interpreting codes
2. Identify storage locations	2.1 Stocks storage requirements are identified. 2.2 *Stocks storage locations* are assigned based on product storage requirements, volume, movements, and available space 2.3 Stock locator chart is designed for efficient stock movements	2.1 Warehouse layout 2.2 Stock locator chart 2.3 Stocks storage Requirements 2.4 Inventory reports 2.5 Stock movement reports 2.6 Stacking height 2.7 Palletizing scheme	2.1 Determining storage locations 2.2 Interpreting barcodes
3. Follow stocks handling procedures	3.1 Orientation on *stock handling procedures* is undertaken 3.2 Stock handling procedures are observed 3.3 Stock handling procedures are updated as necessary	3.1 Stocks handling procedures 3.2 Workplace procedures 3.3 Deviations from procedures	3.1 Handling stocks 3.2 Reporting skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Stocks Classification	May include: 1.1 Flammable 1.2 Hazardous 1.3 Perishable 1.4 Temperature controlled 1.5 Premium items
2. Stocks Storage Locations	May include: 2.1 Raw and Packaging Materials 2.2 Work-in-process 2.3 Finished Products 2.4 Damaged stocks/Returned stocks 2.5 Loose items
3. Stocks Handling Procedure	May include: 3.1 Stock rotation procedures 3.2 Flammable stocks 3.3 Hazardous stocks 3.4 Damaged/returned stocks 3.5 Promo bundling

EVIDENCE GUIDE

1. Critical Aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Categorized stocks according to stocks classification 1.2 Identified storage locations according to product storage requirements, volume, movements, and available space 1.3 Followed stocks handling procedures
2. Resource Implications	**The following resources should be provided:** 2.1 Workplace location 2.2 Materials 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 and oral questioning 3.3 Demonstration with questioning 3.4 Interview
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

UNIT OF COMPETENCY: **MAINTAIN WAREHOUSE RECORDS**

UNIT CODE   **:**   **LOG493207**

UNIT DESCRIPTOR   **:**   This unit covers the knowledge, skills and attitudes and values needed to maintain warehouse records. This includes data recording, document control and preparing reports.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms are elaborated in the Range of Variable*	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Record warehouse data	1.1 ***Sources of data*** are collected 1.2 ***Warehouse data*** are classified 1.3 Data are recorded either manually or electronically 1.4 Proof-reading is done to ensure data accuracy	1.1 Types and uses of warehouse documents 1.2 Ways of recording data 1.3 Computer operation	1.1 Collecting data 1.2 Encoding data 1.3 Recording data 1.4 Proof-reading
2. Control document	2.1 Records are maintained based on workplace procedures 2.2 Access to documents is limited to authorized personnel 2.3 Records are disposed based on workplace procedures	2.1 Warehouse documents 2.2 Document control procedures 2.3 Document disposal procedures 2.4 Organizational chart	2.1 Controlling documents 2.2 Organizing skills 2.3 Record-keeping
3. Prepare reports	3.1 Relevant ***warehouse reports*** are identified 3.2 Warehouse reports are prepared based on workplace procedures 3.3 Reports are distributed to stakeholders	3.1 Warehouse reports 3.2 Workplace procedures	3.1 Preparing reports

RANGE OF VARIABLES

VARIABLE	RANGE
1. Sources of Data	May include: 1.1. Supplier delivery receipts 1.2. Production transfer reports 1.3. Damage reports 1.4. Stock return reports 1.5. Customer delivery receipts 1.6. Shipment reports 1.7. Pilferage reports
2. Warehouse Data	May include: 2.1 Customer deliveries 2.2 Production transfers 2.3 Returns 2.4 Supplier deliveries 2.5 Damages
3. Warehouse Reports	May include: 3.1. Productivity reports 3.2. On-time delivery 3.3. Line item fill rate reports 3.4. Inventory movement reports 3.5. Customer feedback reports

EVIDENCE GUIDE

1.	Critical Aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Recorded warehouse data accurately 1.2 Controlled document effectively 1.3 Prepared timely warehouse reports
2.	Resource Implications	**The following resources should be provided:** 2.1 Workplace location 2.2 Materials 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 must be assessed through:** 3.1 Written test 3.2 Direct observation and oral questioning
4.	Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

CORE COMPETENCIES

UNIT OF COMPETENCY: **COMPLETE RECEIPT/DISPATCH DOCUMENTATION**

UNIT CODE **:** **LOG432307**

UN IT DESCRIPTOR **:** This unit involves the industry knowledge and technical skills required to complete receipt/dispatch documentation in accordance with workplace requirements and relevant government regulations within the transport and logistics industry.

It includes checking, processing and finalizing of receipt and dispatch documents.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Check receipt and dispatch documents	1.1 ***Stock receipt/ dispatch documents*** are checked in compliance with ***workplace documentation requirements*** 1.2 Stock receipt/ dispatch documents are matched with ***delivery requirements*** 1.3 **Stock Locator Systems** are used to identify area for storage and retrieval of ***stocks*** 1.4 ***Returned stocks*** are processed according to protocol	1.1. Workplace stocks receipt and dispatch documentation requirements and its authorized signatories 1.2. Government regulatory requirements on receipt and delivery of stocks 1.3. Workplace procedures on receipt and issues of stocks 1.4 Stocks identification and classification 1.5 Stock Locator System 1.6 Workplace procedures on returned stocks 1.7 Palletizing Scheme 1.8 Stock storage and temperature requirements 1.9 Barcode	1.1 Validating receipt documents 1.2 Matching dispatch documents with stocks issued 1.3 Following workplace documentation procedures 1.4 Checking availability of relevant government and regulatory requirements 1.5 Checking availability of workplace receipt documentation requirements 1.6 Working collaboratively with others 1.7 Scrutinizing returned stocks 1.8 Calculating skills 1.9 Using stock locator system 1.10 Scanning barcode

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Process receipt and dispatch documents	2.1 Delivery requirements are fulfilled 2.2 *Labels* are attached in accordance with workplace procedures 2.3 Appropriate documents are attached in accordance with *government regulatory requirements* 2.4 Stock movements are promptly recorded in the system 2.5 *Special transportation requirements* are instructed to *appropriate personnel*	2.1 Workplace delivery requirements 2.2 Customer delivery requirements 2.3 Workplace receipt and dispatch documentation requirements and its authorized signatories 2.4 Government regulatory requirements on receipt and delivery of stocks 2.5 Workplace procedures on receipt and issues of stocks 2.6 Inventory Management / Warehouse Management System 2.7 Computation of volume of stocks 2.8 Assignment of appropriate delivery units 2.9 Trucking and shipping cost and other incremental costs for special requirements of goods and loads 2.10 Unit of Measure (UOM) conversion 2.11 Currency conversion 2.12 Stock Keeping Unit (SKU) 2.13 Assignment of delivery unit	2.1 Completing customer delivery requirements 2.2 Processing workplace dispatch documents 2.3 Complying to government documentation requirements 2.4 Exercising good judgment 2.5 Operating computer 2.6 Recording of inventory receipts and issues 2.7 Generating labels 2.8 Computing volume of stocks 2.9 Assigning appropriate delivery units 2.10 Computing trucking and shipping costs

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Finalize documentation	3.1 Workplace documentation is completed in accordance with relevant government regulatory requirements 3.2 Documents are filed in accordance with workplace requirements 3.3 Documents are stored and retrieved in accordance with workplace policies	3.1 Workplace receipt and dispatch documentation requirements and its authorized signatories 3.2 Government regulatory requirements on receipt and delivery of stocks 3.3 Workplace procedures on receipt and issues of stocks 3.4 Document filing and retrieval system 3.5 Document storage and retention 3.6 5s (Seiri, Seiton, Seiketsu, Seiso Shitsuke)	3.1 Transmitting appropriate receipts documents to Finance Department for processing of payments 3.2 Dispatching complete delivery documents to service providers 3.3 Practicing 5S 3.4 Filing and storing of documents

RANGE OF VARIABLES

VARIABLE	RANGE

1. Stock receipt/dispatch documents	May include:
	1.1 Sales Invoices
	1.2 Delivery Receipt
	1.3 Sales Order
	1.4 Purchase Order
	1.5 Transfer Order
	    1.5.1 Internal
	    1.5.2 External
	1.6 Delivery Order
	1.7 Sample Order
	1.8 Return Slip
	1.9 Bad Order

2. Workplace documentation requirements	May include: 2.1 Standard Operating Procedures (SOP) 2.2 Approval Limits of Signatories 2.3 Office protocol 2.4 Workplace forms
3. Delivery Requirements	May include: 3.1 Appointment Schedule 3.2 Advance Shipping Notice

VARIABLE	RANGE

	3.3 Order volume
	3.4 Delivery date
	3.5 Line-item fill rate
	3.6 Order cancellation date
	3.7 Backorder
	3.8 Types of Delivery
	    3.8.1 Door to Door
	    3.8.2 Port to Port
	    3.8.3 Door to Port
	    3.8.4 Port to Door

4. Stock Locator Systems	May include:
	4.1 Warehouse / Building
	4.2 Bin location
	4.3 Holding areas
	    4.3.1 Floor stacking
	    4.3.2 Staging Area
	    4.3.3 Picking area
	4.4 Special storage
	    4.4.1 Rejected
	    4.4.2 Quarantine
	    4.4.3 Regulated/Temperature Controlled
	    4.4.4 High Value
	    4.4.5 Piece Picking
	4.5 Virtual locations
	    4.5.1 Reserved locations
	    4.5.2 Overflow area
	4.6 Damaged area
	4.7 Returns area

5. Stocks	May include: 5.1 Raw and Packaging Materials 5.2 Work in Process 5.3 Finished Goods 5.4 Perishable 5.5 Damaged 5.6 Rejected 5.7 Samplers 5.8 Returned Stocks 5.9 Promo / Display Materials

6. Returned Stocks	May include:
	6.1 Trade returns
	    6.1.1 Bad Order
	    6.1.2 Damaged stocks
	    6.1.3 Wrong order
	6.2 Return to production
	    6.2.1 Defective
	    6.2.2 Excess in Transfer Order
	6.3 Return to suppliers
	    6.3.1 Defective

VARIABLE	RANGE
	6.3.2 Excess in Purchase Order 6.4 Excess quantity during delivery

7. Labels	May include:
	7.1 Bar code
	7.2 Tags
	     7.2.1 Quality Assurance
	     7.2.2 Warehouse
	     7.2.3 Production
	     7.2.4 Special handling tags
	7.3 Transport-route labels

8. Government Regulatory Requirements	May include: 8.1 Bureau of Customs Permit 8.2 Food and Drug Administration Registration 8.3 Drug Enforcement Agency Clearance 8.4 Export Processing Zone Clearance 8.5 Port Authority Permit 8.6 Department of Environment and Natural Resources Clearance 8.7 Department of Agriculture Permits

9. Special Transportation Requirements	May include:
	9.1 Special transport handling requirements
	     9.1.1 Temperature-controlled vehicles
	     9.1.2 Open and closed vans
	     9.1.3 Liquid and bulk transports
	     9.1.4 Pipeline
	9.2 Special transport packaging requirements
	     9.2.1 Palletized
	     9.2.2 Shrink-wrapped
	     9.2.3 Bundled

10. Appropriate Personnel	May include: 10.1 Workplace personnel 10.2 Suppliers 10.3 Government and regulatory personnel 10.4 Customers

EVIDENCE GUIDE

1. Critical Aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Checked receipt and dispatch documents 1.2 Processed receipt and dispatch documents in accordance with government and regulatory document requirements 1.3 Finalized receipt and dispatch documentation
2. Resource Implications	**The following resources must be provided:** 2.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2 Materials, supplies, tools and equipment relevant to the proposed activity or task 2.3 Workplace stock locator system 2.4 Standard Operating Procedures 2.5 Applicable government regulations 2.6 Internet 2.7 Appropriate hardware and software
3. Methods of Assessment	**Competency in this unit may be assessed through:** 3.1. Written Examination 3.2. Observation 3.3. Oral Examination 3.4. Demonstration
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

UNIT OF COMPETENCY: **IDENTIFY AND INSPECT STORED STOCKS**

UNIT CODE **:** **LOG432308**

UNIT DESCRIPTOR **:** This unit involves the industry knowledge, and technical skills required to identify and conduct visual inspection of stored stocks in accordance with workplace requirements and relevant regulations within the transport and logistics industries.

It includes identifying stocks in a section of a warehouse or other storage area, checking on quality, reporting on stocks status, as well as using inventory and labelling systems to identify and locate stocks.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify stocks in a section of a warehouse or other storage areas	1.1 Stocks are identified according to its *classification, quality status, and storage and handling requirements* 1.2 *Stocks storage locations* are assigned based on storage requirements, volume, movements, and available space 1.3 Warehouse stock locator system based on warehouse lay-out is adapted 1.4 Sufficient *signages and* **stock visual cues** are visible and legible	1.1 Stocks identification and classification 1.2 Stock Keeping Unit 1.3 Stock storage and handling requirements 1.4 Stocks locator system 1.5 Warehouse storage areas 1.6 Warehouse signages and visual cues and where to place 1.7 Good Warehousing Practices (GWP) / 1.8 Relevant DOLE- OSHS (Occupational Safety & Health Standards) 1.9 5S (Seiri, Seiton, Seiketsu,Seiso and Shitsuke) 1.10 Palletizing scheme 1.11 Stock temperature requirements 1.12 Inventory Management / Warehouse Management (IM/WM) System 1.13 Barcode and radio frequency scanner	1.1 Categorizing stocks 1.2 Complying to Good Warehousing Practices(GWP) and 5S 1.3 Using stock locator system 1.4 Proper handling and storage of stocks 1.5 Complying to relevant DOLE-OSHS 1.6 Visual checking on the quality status of stocks 1.7 Calculating skills 1.8 Operating computer 1.9 Barcode scanning

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Inspect quality of stored stocks.	2.1 Random or regular inspection of stock based on workplace *quality* standards. 2.2 Inspection checklist is accomplished in accordance with workplace requirements 2.3 Damaged stocks or stocks for disposal are properly labeled and segregated 2.4 Timely and proper disposal of damaged /defective stocks is observed and implemented	2.1 Visual quality inspection of stocks 2.2 Proper segregation or disposal of rejected and/or damaged stocks 2.3 Good Housekeeping Practices (GHK) 2.4 Good Warehousing Practices (GWP) / 2.5 DOLE-OSHS Rules 1090, 1150, 1960 and other relevant Occupational Safety and Health Standards (OSHS) 2.6 Seiri, Seiton, Seiketsu,Seiso and Shitsuke (5S) 2.7 Palletizing scheme 2.8 Storage and racking system 2.9 Temperature requirements	2.1 Conducting visual quality inspection of stocks 2.2 Exercising good judgment 2.3 Practicing Good Warehousing Practices /5S 2.4 Complying to OSHS 2.5 Observing proper segregation and timely disposal of rejected and/or damaged stocks
3.Prepare applicable reports on stock status and movement	3.1. Quality status of stocks stored in the warehouse are reported to stakeholders based on workplace requirements 3.2. ***Stock movements*** are monitored and reported 3.3. Timely and proper documentation of damaged and disposed stocks is observed	3.1. Different inventory reports 3.2. Stocks identification and classification 3.3. Organizational chart 3.4. Good Warehousing Practices (GWP)	3.1. Preparing inventory reports 3.2. Observing timely and proper documentation of damaged and disposed stocks 3.3. Monitoring stock movements 3.4. Complying to SOP 3.5. Calculating skills 3.6. Operating computer

RANGE OF VARIABLES

VARIABLE	RANGE

1. Classification, quality status and storage and handling requirements	May include:
	1.1 Classification
	    1.1.1 goods, specialty items
	    1.1.2 Export / Import
	    1.1.3 Perishable / non perishable
	    1.1.4 Bulk/Loose items
	    1.1.5 Raw and Packaging Materials (RPM) / Work In Process (WIP) / Finished Goods (FG)
	
	1.2 Quality Status
	    1.2.1 Approved
	    1.2.2 Rejected
	    1.2.3 Quarantine
	    1.2.4 Hold
	    1.2.5 Restricted
	
	1.3 Storage and handling requirements
	    1.3.1 Temperature-controlled
	    1.3.2 Ambient storage
	    1.3.3 Flammable storage area
	    1.3.4 Humidity Controlled
	    1.3.5 Hazardous storage area

2. Stocks Storage Location	May include:
	2.1 Storage based on movement
	    2.1.1 Fast Moving
	    2.1.2 Medium Moving
	    2.1.3 Slow Moving
	2.2 Storage based on classification
	    2.2.1 Raw and Packaging Materials
	    2.2.2 Work-in-process
	    2.2.3 Finished Products
	    2.2.4 Obsolete
	    2.2.5 Delisted
	    2.2.6 Damaged stocks/Returned stocks
	    2.2.7 Loose items
	    2.2.8 Promo items

3. Signages	May include: 3.1 Bin-location 3.2 Aisle 3.3 Rack 3.4 Quality status 3.5 Security and safety

VARIABLE	RANGE
4. Stock Visual Cues	May include: 4.1 Stock logo 4.2 Labels 4.3 Barcodes 4.4 Expiry dates 4.5 Manufacturing info 4.6 Distributor info
5. Stock Movements	May include: 5.1 Receipts 5.2 Issuances 5.3 Transfer Posting 5.4 Bin-to-Bin Transfer 5.5 Put-away 5.6 Disposal

EVIDENCE GUIDE

1. Critical Aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Identified stocks in a section of a warehouse or other storage area 1.2 Inspected quality of stocks visually 1.3 Prepared reports on stock status and movement
2. Resource Implications	**The following resources must be provided:** 2.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2 Materials, supplies, tools and equipment relevant to the proposed activity or task 2.3 Warehouse stock locator system 2.4 Work instructions and Manuals 2.5 Standard Operating Procedures 2.6 Internet 2.7 Computer and appropriate warehouse management system
3. Methods of Assessment	**Competency in this unit may be assessed through:** 3.1 Written Examination 3.2 Observation 3.3 Oral Examination 3.4 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: **MAINTAIN TRANSPORT /STOCK RECORDS**

UNIT CODE   :   **LOG432309**

UNIT DESCRIPTOR   :   This unit involves the industry knowledge, technical skills required to maintain transport/stock records in accordance with workplace requirements and relevant regulations within the transport and logistics industry.

It includes processing transport/stock documentation, monitoring transport/stock movements and maintaining records.

ELEMENT	PERFORMANCE CRITERIA *Italicized* terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Process transport / stock documentation	1.1. **Transport /stock documents** are identified in accordance with workplace documentation requirements. 1.2. *Transport documents* are processed according to **transport *type and mode, valuation and volume of stocks.*** 1.3. Stocks movements are documented in compliance with *local and foreign government and regulatory requirements* 1.4. Customs taxes and duties as well as other *shipping charges* are paid. 1.5. *Internal and external stakeholders* are given copies of the appropriate documents.	1.1 Transport / stock documents 1.2 Customer Service 1.3 Different transport type 1.4 Valuation of stocks 1.5 Standard Operating Procedures (SOP) 1.6 Workplace transport / stock documentation requirements 1.7 Local and foreign government and regulatory requirements on Transport and Logistics 1.8 Customs taxes and duties 1.9 Shipping Charges 1.10 Transport and route planning 1.11 Internal and external stakeholders of transport / stock documents	1.1 Processing transport / stock documentation 1.2 Documenting stock movements 1.3 Working collaboratively with others 1.4 Exercising good judgment 1.5 Rendering excellent customer service 1.6 Computing for customs duties and taxes as well as trucking and shipping charges 1.7 Operating computer
2. Monitor transport/stock movements	2.1 Transport movements /stocks are recorded, updated and monitored in accordance with	2.1 Transport / stock documents 2.2 Workplace transport / stock documentation requirements	2.1 Keeping track of transport / stock in transit 2.2 Addressing transport / stocks issues

ELEMENT	PERFORMANCE CRITERIA *Italicized terms are elaborated in the Range of Variables*	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	workplace procedures and any regulatory requirements 2.2 Log cards on transport /stock with **controlled systems** are checked 2.3 **Transport /stock issues** encountered during in transit are promptly reported and acted upon 2.4 Return of stock receipt / dispatch documents are monitored and checked in accordance with workplace procedures.	2.3 Local and foreign government and regulatory requirements on Transport and Logistics 2.4 Log cards	2.3 Working collaboratively with others 2.4 Exercising good judgment 2.5 Rendering excellent customer service 2.6 Accounting for the return of stock receipt/ stock issue documents
3. Organize transport/stock records	3.1 **Filing system** is identified in accordance with workplace procedures 3.2 Document handling, storage, and retrieval is implemented based on **document control policy** 3.3 Document retention and disposal is based on workplace and government regulatory requirement	3.1 Document control policy 3.2 Government and regulatory requirements 3.3 Document filing and retrieval system 3.4 Document storage and retention 3.5 5s (Seiri, Seiton, Seiketsu,Seiso Shitsuke	3.1 Organizing records 3.2 Filing and maintaining documents

RANGE OF VARIABLES

VARIABLE	RANGE

1. Transport/Stock Documents	May include:
	1.1 Gate Pass
	1.2 Trip Ticket
	1.3 Proof of Delivery
	    1.3.1 Commercial Invoice
	    1.3.2 Delivery Receipt
	    1.3.3 Counter Receipt
	1.4 Packing List

VARIABLE	RANGE
	1.5 Bill of Lading 1.6 Air /Sea Waybill 1.7 Shipping and Container Manifest 1.8 Letter of Credit 1.9 Collection Documents 1.10 Stock Receipt Form 1.11 Advance Shipping Notice (ASN)
2. Transport Documents	May include: 2.1 Certificate of Origin 2.2 Material Safety Data Sheet 2.3 Certificate of Compliance 2.4 Certificate of Analysis 2.5 Inspection Certification 2.6 Insurance Certificate 2.7 Import / Export License

3. Transport Type and Mode	May include:
	3.1 Transport Mode
	    3.1.1 Land
	    3.1.2 Sea
	    3.1.3 Air
	    3.1.4 Rail
	    3.1.5 Pipeline
	3.2 Transport Type
	    3.2.1 Loose
	    3.2.2 Break-bulk
	    3.2.3 Containerized
	    3.2.4. Palletized
	    3.2.5 Refrigerated.

4. Valuation and Volume of Stocks	May include: 4.1 High value 4.2 Net and gross weights and volume measurements
5. Local and foreign government and regulatory requirements	May include: 5.1 Dangerous Drugs Board requirements 5.2 Food and Drug Administration regulations 5.3 Source and receiving country regulatory requirements 5.4 Department of Environment and Natural Resources regulations 5.5 Occupational Safety and Health Standards 5.6 National Meat Inspection Certificate
6. Shipping Charges	May include: 6.1 Insurance /Surety bonds 6.2 Demurrage/ Storage fee 6.3 Freight Charges 6.4 Documentary stamps 6.5 Customs duties and taxes 6.6 Packaging charges 6.7 Auxiliary charges 6.8 Re-delivery charges 6.9 Detention charges

VARIABLE	RANGE

7. Internal and External Stakeholders	May include:
	7.1 Company Departments
	7.2 Third Party Service Providers
	    7.2.1 Brokers
	    7.2.2 Shipping Lines
	    7.2.3 Freight Forwarders
	    7.2.4 Insurance Companies
	    7.2.5 Claim Adjusters
	7.3 4th Party Logistics Providers
	7.4 Customer

8. Controlled Systems	May include: 8.1 Humidity 8.2 Temperature 8.3 Flammability 8.4 Regulated

9. Transport /Stock Issues	May include:
	9.1 Losses
	9.2 Damage
	9.3 Pilferage
	9.4 Hijack
	9.5 Delay
	    9.5.1 Port Congestion
	    9.5.2 Incomplete Documents
	    9.5.3 Truck Breakdown
	    9.5.4 Delayed/Cancelled flight
	    9.5.5 Weather disturbance
	    9.5.6 Additional Customs requirements
	    9.5.7 Traffic Issues
	    9.5.8 Broken seal
	    9.5.9 Short-landed/over-landed
	    9.5.10 Temperature excursion
	    9.5.11 Wrong shipping address
	    9.5.12 Wrong pricing
	    9.5.13 No cash available upon delivery
	    9.5.14 Near expiry
	    9.5.15 Customer issues
	    9.5.16 Annual Inventory Count
	    9.5.17 Flood
	    9.5.18 Warehouse Congestion
	    9.5.19 Truck Accident
	    9.5.20 Wrong packaging by warehouse

10. Filing System	May include: 10.1 Chronological order 10.2 Alphabetical order 10.3 By origin 10.4 By destination 10.5 By customer 10.6 By stock and/services 10.7 By transaction type 10.8 By service provider
11. Document Control Policy	May include: 11.1 Document storage and retrieval 11.2 Authorized access 11.3 Traceability 11.4 Document retention/disposal

EVIDENCE GUIDE

1. Critical Aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Processed transport / stock documentation correctly to meet local and foreign government requirements as well as proper collection standards 1.2 Monitored transport/stock movements 1.3 Organized records
2. Resource Implications	**The following resources should be provided:** 2.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2 Work instructions and Manuals 2.3 Standard Operating Procedures 2.4 Internet 2.5 Computer and appropriate warehouse management system
3. Methods of Assessment	**Competency in this unit may be assessed through:** 3.1 Written Examination 3.2 Observation 3.3 Oral Examination 3.4 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: **PARTICIPATE IN STOCK INVENTORY COUNT**

UNIT CODE **:** **LOG432310**

UNIT DESCRIPTOR **:** This unit involves the skills and knowledge required to participate in stock inventory count in accordance with workplace requirements and relevant regulations within the transport and logistics industry.
It includes preparing and conducting stock inventory count, identifying and reconciling variances, and submitting inventory count reports.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare for stock inventory count	1.1 Inventory count *schedule and cut-offs* are set 1.2 Inventory *count teams* are formed 1.3 *Inventory tasks* are performed 1.4 *Inventory count resources* are made available	1.1 Workplace forms 1.2 Workplace cut-offs and schedules 1.3 Inventory count proceedings 1.4 Standard Operating Procedures (SOP) 1.5 Stocks identification and classification 1.6 Organizational chart 1.7 Good Warehousing Practices (GWP) 1.8 Stock Locator System 1.9 Unit of Measure (UOM) conversion 1.10 Stock Keeping Unit (SKU) 1.11 Palletizing scheme 1.12 Seiri, Seiton, Seiketsu,Seiso and Shitsuke (5S)	1.1 Preparing for inventory count 1.2 Conducting orientation for count teams 1.3 Coordinating with stakeholders for the count schedule and cut-offs 1.4 Working collaboratively with others 1.5 Practicing Good Warehousing Practices (GWP) /5S 1.6 Calculating skills 1.7 Generating count sheets and count labels
2. Conduct inventory count and record results	2.1 Inventory counts are undertaken in accordance with workplace policies and procedures 2.2 Match count results between independent count teams	2.1 Workplace policies and procedures in the conduct of inventory count 2.2 Stocks identification and classification 2.3 Manual count Procedures	2.1 Counting stocks 2.2 Converting Unit of Measure (UOM) 2.3 Checking palletizing scheme 2.4 Recording count Results

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.3 Re-count is conducted for stocks with mismatched counts 2.4 Inventory count results are recorded	2.4 Stock Locator System 2.5 Unit of Measure (UOM) conversion 2.6 Stock Keeping Unit (SKU) 2.7 Pallet count 2.8 Palletizing scheme	2.5 Preparing inventory count reports
3. Inventory variances are accounted and reconciled	3.1 Count results versus inventory system balances are compared and reconciled 3.2 Inventory adjustments for approval are summarized based on workplace policies. 3.3 Inventory adjustments are posted in the system. 3.4 Count results and new inventory stock balance are printed 3.5 Management report on count proceedings are prepared in accordance with workplace requirements 3.6 Inventory count documents are filed and stored in accordance with workplace and government regulatory requirements	3.1 Inventory count reconciliation 3.2 Inventory Adjustments 3.3 Workplace forms 3.4 Workplace documentation procedures 3.5 Stocks identification and classification 3.6 Unit of Measure (UOM) conversion 3.7 Pallet count	3.1 Reconciling count variances 3.2 Preparing inventory adjustments 3.3 Preparing inventory count reports 3.4 Filing inventory count reports 3.5 Operating computer with the system and application software

RANGE OF VARIABLES

VARIABLE	RANGE

1. Schedule and Cut-Offs	May include:
	1.1 Inventory count date – start and finish
	1.2 Suppliers' Delivery cut-off date
	1.3 Transfer and Document cut-off
	    1.3.1 Raw & Packaging Materials
	    1.3.2 Work-in-Process
	    1.3.3 Finished Goods Transfer
	1.4 Billing cut-off date
	    1.4.1 Invoicing
	    1.4.2 Trade Returns
	1.5 Inventory Count Reconciliation target date
	1.6 Inventory Count Result Reporting date

2..Count Teams	May include: 2.1 Warehouse Count Team 2.2 Finance Count Team 2.3 External Auditor' Count Team

3.Inventory Tasks	May include:
	3.1 Pre-count tasks
	  3.1.1 Orientation of count participants
	  3.1.2 Identify inventory items and zones to be counted
	  3.1.3 Count locations are mapped
	  3.1.4 Assign count locations for count teams
	  3.1.5 Warehouse stocks arrangement
	    3.1.5.1 Stocks put in proper location
	    3.1.5.2 Proper segregation and labeling of stocks
	  3.1.6 Printing of inventory balance
	  3.1.7 Printing of count tags and sheets
	  3.1.8 Tagging
	  3.1.9 Accounting of unused count tags
	
	3.2 Actual inventory count
	  3.2.1 Count stocks and convert to required unit of measure.
	  3.2.2 Compare count results of count teams
	  3.2.3 Recount in case of discrepancy
	  3.2.4 Record inventory count results
	
	3.3 Post-count tasks
	  3.3.1 "Clearing" - check if all stocks are counted
	  3.3.2 Accounting of used count tags
	  3.3.3 Post count results in the system
	  3.3.4 Print new inventory balance

4. Inventory Count Resources	May include: 4.1 Material Handling Equipment 4.2 Count Document and/or forms 4.3 Procedure Manuals 4.4 Computer hardware and software 4.5 Warehouse-stock location map

EVIDENCE GUIDE

1.	Critical Aspects of Competency	**Assessment requires evidence that the candidate:** 1.1 Prepared for inventory count 1.2 Conducted inventory count 1.3 Identified count discrepancies 1.4 Reconciled variances 1.5 Recorded inventory count results 1.6 Prepared inventory count report
2.	Resource Implications	**The following resources must be provided:** 2.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2 Materials, supplies, tools and equipment relevant to the proposed activity or task 2.3 Warehouse stock assignment lay-out 2.4 Work instructions and Manuals 2.5 Standard Operating Procedures 2.6 Internet 2.7 Computer and appropriate warehouse management system
3.	Methods of Assessment	**Competency in this unit may be assessed through:** 3.1 Written Examination 3.2 Observation 3.3 Oral Examination 3.4 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: **RENDER EXCELLENT CUSTOMER SERVICE**

UNIT CODE **:** **LOG432311**

UNIT DESCRIPTOR **:** This unit involves the industry knowledge and skills and right attitude required to render excellent customer service. It entails being able to communicate effectively with customers, respond to their complaints, receive and process sales orders and identify customers' special requirements.

It includes dealing with customer inquiries, monitoring customer satisfaction and taking appropriate action to effectively deliver excellent service.

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Establish customers profile	1.1 Customers are classified according to *type and financial standing* 1.2 *Service requirements* of customers are identified 1.3 Applicable data is recorded in the *customer data master file* according to workplace Standard Operating Procedures	1.1 Telephone etiquette 1.2 Customer profile 1.3 Customer Service Orientation 1.4 Negotiation Skills 1.5 Customer delivery requirements 1.6 Workplace standard operating procedures (SOP) 1.7 Company Code of Ethics 1.8 Organizational chart	1.1 Communicating to customers 1.2 Practicing telephone etiquette 1.3 Data Encoding 1.4 Keeping customer profile 1.5 Negotiating 1.6 Classifying customers
2. Provide services to customers	2.1 Specific customer requirements are fulfilled with reference to workplace policies and relevant government regulations 2.2 *Customers inquiries* are efficiently handled and documented 2.3 Prompt feedback is given to customers	2.1 Workplace policies 2.2 Relevant government regulations 2.3 Customer Service Orientation 2.4 Basic Negotiation Skills 2.5 Customer delivery schedule 2.6 Standard Operating Procedures (SOP) 2.7 Company Code of Ethics 2.8 Customer Response System	2.1 Documenting customer requirements 2.2 Delivering customer requirements 2.3 Handling customers' inquiries 2.4 Rendering excellent customer service 2.5 Practicing telephone etiquette 2.6 Giving feedback to customers

ELEMENT	PERFORMANCE CRITERIA *Italicized terms* are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Handle customer complaints	3.1 Customers complaints are acknowledged and documented 3.2 Customers complaints are acted upon in accordance with ***workplace complaint handling procedures*** 3.3 Corrective actions are drawn to prevent recurrence of complaints	3.1 Workplace customer complaint handling procedure 3.2 Telephone etiquette 3.3 Customer Service 3.4 Company Code of Ethics 3.5 Conflict Management 3.6 Organizational chart 3.7 How to deal with difficult customers 3.8 Customer Response System	3.1 Communicating effectively with customers 3.2 Documenting customer complaint 3.3 Handling customer complaints 3.4 Working collaboratively with others 3.5 Exercising good judgment 3.6 Rendering excellent customer service 3.7 Dealing with difficult customers 3.8 Practicing telephone etiquette
4. Achieve customer satisfaction	4.1 Customer **feedback mechanism** is put in place. 4.2 Customer survey results are analysed and translated into useable reports 4.3 Business processes are enhanced to achieve customer satisfaction	4.1 Telephone etiquette 4.2 Customer Service 4.3 Customer Feedback mechanism 4.4 How to conduct customer survey	4.1 Working collaboratively with others 4.2 Communicating effectively with others 4.3 Exercising good judgment 4.4 Getting customers' feedback 4.5 Practicing telephone etiquette 4.7 Analyzing customer survey results 4.8 Enhancing customer service

RANGE OF VARIABLES

VARIABLE	RANGE

1. Type and Financial Standing	May include:
	1.1 Workplace customers
	    1.1.1 Internal
	    1.1.2 External
	1.2 Customer Classification
	 1.2.1 Company size / Financial Standing
	    1.2.1.1 Small and Medium
	    1.2.1.2 Corporation
	    1.2.1.3 Institutional Accounts
	1.3 Ordering system
	    1.3.1 Walk-in
	    1.3.2 Website /On-Line Booking
	    1.3.3 Booking through Salesperson
	    1.3.4 Van Selling
	    1.3.5 Electronic Data Interchange (EDI)
	    1.3.6 Phone In Order

2. Service Requirements	May include:
	2.1 Mode of Delivery
	    2.1.1 *By land*
	        2.1.1.1 Trucks
	        2.1.1.2 Transport van
	        2.1.1.3 Motorcycle
	        2.1.1.4 Train
	        2.1.1.5 Bus
	    2.1.2 By sea
	        2.1.2.1 Shipping vessel
	        2.1.2.2 Barge
	        2.1.2.3 Ferry boat
	    2.1.3 By air
	    2.1.4 By courier
	    2.1.5 By rail
	    2.1.6 By pipeline
	    2.1.7 Hand carry
	
	2.2 Government regulations
	    2.2.1 Truck ban
	    2.2.2 Color Coding
	    2.2.3 Truckload Weight Limitation (DPWH Axle Load and Truck Load Limits, May 1, 2011/R.A. 8794)
	    2.2.4 Local Ordinance (LGU Sticker)
	    2.2.5 LTFRB Yellow Plates
	
	2.3 Special customer requirement
	    2.3.1 Special Packaging Requirement
	        2.3.1.1 Shrink-wrapped
	        2.3.1.2 With Customized Stickers
	        2.3.1.3 Bundled
	        2.3.1.4 Receptacles
	        2.3.1.5 Shelf-Ready
	
	    2.3.2 Delivery Schedule
	        2.3.2.1 With Delivery window

VARIABLE	RANGE

	2.3.2.2 Open Delivery
	2.3.2.3 Day/Night delivery
	
	  2.3.3 Delivery Point
	     2.3.3.1 Direct to store / branch
	     2.3.3.2 Warehouse delivery
	     2.3.3.3 Distribution Center
	     2.3.3.4 Cross-docking station
	     2.3.3.5 Customer Pick-up
	
	  2.3.4 Material Handling Requirements
	  2.3.5 Delivery Manpower Requirement
	  2.3.6. Delivery Security Requirement (seal, locks, GPS etc)
	
	2.4 Delivery Document
	   2.4.1 Invoice and Delivery Receipt
	   2.4.2 Gate Pass
	   2.4.3 Trip Ticket
	   2.4.4 Purchase Order
	   2.4.5 Shipment Advice
	   2.4.6 Packing List
	   2.4.7 Official Receipt
	   2.4.8 Pallet and Tote Return Slip
	   2.4.9 Customer Deliver Note (example: sampling)
	
	2.5 Payment Mode
	   2.5.1 Bank Deposit
	   2.5.2 Cash / Check Payment
	   2.5.3 Bank to Bank Transfer
	   2.5.4 Online Payment
	   2.5.5 Salesman to Collect
	
	2.6 Returns Management / Reverse Logistics
	   2.6.1 Pick-up upon delivery
	   2.6.2 Specified pick up date and time
	   2.6.3 Auto- deduction
	   2.6.4 Pallet and Totes Management
	   2.6.5 Replacements or swaps
	   2.6.6 Customer Returns Documents

3. Customer Data Master file	May include:
	3.1 Registered Owner /Business Name
	3.2 Head Office /Branch/es Address
	3.3 Delivery Address
	3.4 Contact Details
	3.5 Risk Categories
	3.6 Customer Requirements
	    3.6.1 Unit Sizes
	    3.6.2 Delivery Modes
	    3.6.3 Lead Time
	    3.6.4 Packaging
	3.7 Payment Terms
	    3.7.1 COD
	    3.7.2 Credit

VARIABLE	RANGE

	3.8 Payment Mode
	    3.8.1 Bank Deposit
	    3.8.2 Cash / Check Payment
	    3.8.3 Bank to Bank Transfer
	    3.8.4 Online Payment
	    3.8.5 Salesman to Collect

4. Customer Inquiries	May include:
	4.1 Stock
	    4.1.1 Features
	    4.1.2 Benefits
	    4.1.3 Product Issues
	        4.1.3.1 Price
	        4.1.3.2 Expiration (Best Before)
	4.2 Service
	    4.2.1 Types
	    4.2.2 Delivery issues
	4.3 Personnel
	4.4 Promo mechanics

5. Feedback Mechanism	May include: 5.1 Feedback Section on Website 5.2 E-mail to Customer Service Section 5.3 Telephone Feedback to Customer Service Section 5.4 Oral feedback to Sales Department 5.5 Customer satisfaction surveys 5.6 Store Visits
6. Workplace Complaint Handling Procedures	May include: 6 1 SOP's for Complaint Handling 6.2 SOP's for Complaint Resolution 6.3 SOP's on Crisis Management 6.4 Escalation Protocol on Complaint Resolution 6.5 Documentation on Complaint History 6.6 Key Performance Indicators

EVIDENCE GUIDE

1. Critical Aspects of Competency	**Assessment requires evidence that the candidate:**
	1.1. Dealt with customer inquiries with confidence
	1.2. Identified customers' special requirements
	1.3. Responded to customer complaints/ needs with solution focus mindset
	1.4. Conducted customer survey
2. Resource Implications	**The following resources must be provided:**
	2.1 Access to relevant workplace or appropriately simulated environment where assessment can take place
	2.2 Company documents or forms relevant to the proposed activity or task
	2.3 Standard Operating Procedures
	2.4 Internet
	2.5 Computer and appropriate operating hardware and software
3. Methods of Assessment	**Competency in this unit may be assessed through:**
	3.1 Written Examination
	3.2 Observation
	3.3 Oral Examination
	3.4 Demonstration with questioning
	3.5 Case Analysis
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

SECTION 3 TRAINING ARRANGEMENTS

These standards are set to provide technical and vocational education and training (TVET) providers with information and other important requirements to consider when designing training programs for **WAREHOUSING SERVICES NC III**.

They include information on curriculum design; training delivery; trainee entry requirements; tools and equipment; training facilities; and   trainer's qualification.

3.1 CURRICULUM DESIGN

TESDA shall provide 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 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, Safety and Environment concerns. Also included would be green technology, issues on health and drugs and catering to persons with disabilities (PWD's).

Course Title: **WAREHOUSING SERVICES**

NC Level   : **NC III**

Nominal Training Duration   :

	40 hrs	Basic Competencies
	82 hrs.	Common Competencies
	86 hrs.	Core Competencies
Total	**208 hrs.**	

40 hrs.   SIL

Course Description:

This course is designed to enhance the knowledge, skills and attitude of trainees in **WAREHOUSING SERVICES NC III** in accordance with industry standards. This covers competencies that a person must achieve to complete receipt and dispatch documentation, identify and inspect stored stocks, maintain transport/stock records, participate in stock inventory count, and render excellent customer service.

This course is also designed to enhance the knowledge, skills and attitudes/values* of an individual in the field of warehousing/logistics.

 * **Values Integration**:

At the end of the course, the trainee is expected to live by the following values:
1. Respect - being fair and tolerant to others
2. Honesty and Integrity – being reliable and trustworthy
3. Responsibility and Accountability – taking initiative and demonstrating ownership of assigned tasks
4. Perseverance - continued effort and determination despite obstacles

This course also includes on-the-job training for the hands-on application of warehousing concepts.
To obtain this, all units prescribed for this qualification must be achieved.

BASIC COMPETENCIES
(40 HOURS)

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration

1. Lead workplace communication	1.1 Communicate information about workplace processes	• Read
		  o Effective verbal communication methods
		  o Sources of information
		• Practice organizing information
		• Identify organization requirements for written and electronic communication methods
		• Follow organization requirements for the use of written and electronic communication methods
		• Perform exercises on understanding and conveying intended meaning scenario
			• Lecture
			• Demonstration
			• Practical exercises
			• Role Play
				• Written Examination
				• Observation
					2 Hours

	1.2 Lead workplace discussions	• Describe:
		  o Organizational policy on production, quality and safety
		  o Goals/ objectives and action plan setting
		• Read
		  o Effective verbal communication methods
		• Prepare/set action plans based on organizational goals and objectives
			• Group discussion
			• Lecture
			• Demonstration
				• Oral evaluation
				• Written Examination
				• Observation
					2 Hours

	1.3 Identify and communicate issues arising in the workplace	• Describe: o Organizational policy in dealing with issues and problems • Read • Effective verbal communication methods	• Group discussion • Lecture	• Oral evaluation • Written Examination	2 Hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
2. Lead small teams	2.1 Provide team leadership	• Discussion of Company policies and procedures • Read web pages on situational leadership • Role play on situational leadership	• Group work • Role Play • Lecture/ Discussion • Individual Work	• Role Play • Written Examination	1 Hour
	2.2 Assign responsibilities	• Read web pages on performance management • Case study on allocating roles and responsibilities based on competencies of current staff	• Individual Work • Case Study	• Role Play • Written Examination	1 Hour
	2.3 Set performance expectations for team members	• Role play to communicate performance expectations with staff • Discussion on performance issues	• Lecture/ Discussion • Role Play	• Role Play • Written Examination	1 Hour
	2.4 Supervise team performance	• Discussion on performance monitoring • Role play on providing feedback on performance • Role play on performance coaching • Discussion on keeping the team informed of team performance • Case study on Team performance monitoring and feedback	• Lecture/ Discussion • Role Play • Case Study	• Role Play • Written Examination	1 Hour
3. Apply critical thinking and problem-solving techniques in the workplace	3.1 Examine specific workplace strategies	• Show thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations • Show mastery of the current industry hardware and software products and services	• Group discussion • Lecture • Demonstration • Role playing	• Case Formulation • Life Narrative Inquiry (Interview) • Standardized test	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		• Discuss process of identification of fundamental causes of specific workplace challenges • Show mastery of knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations - Relevant equipment and operational processes - Enterprise goals, targets and measures - Enterprise quality OHS and environmental requirement - Enterprise information systems and data collation - Industry codes and standards			
	3.2 Analyze the causes of specific workplace challenges	• Show thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations • Show mastery of the current industry hardware and software products and services • Discuss process of identification of fundamental causes of specific workplace challenges • Show mastery of knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations	• Group discussion • Lecture • Demonstration • Role playing	• Case Formulation • Life Narrative Inquiry (Interview) • Standardized test	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		- Relevant equipment and operational processes - Enterprise goals, targets and measures - Enterprise quality OHS and environmental requirement - Enterprise information systems and data collation - Industry codes and standards • Identify extent and causes of specific challenges in the workplace • Use of range of analytical problem-solving techniques • Formulate clear-cut findings on the nature of each identified workplace challenges			
	3.3 Formulate resolutions to specific workplace challenges	• Show thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations • Show mastery of the current industry hardware and software products and services • Discuss process of identification of fundamental causes of specific workplace challenges • Show mastery of knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations - Relevant equipment and operational processes	• Group discussion • Lecture • Demonstration • Role playing	• Case Formulation • Life Narrative Inquiry (Interview) • Standardized test	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		- Enterprise goals, targets and measures - Enterprise quality OHS and environmental requirement - Enterprise information systems and data collation - Industry codes and standards • Identify extent and causes of specific challenges in the workplace • Use of range of analytical problem-solving techniques • Formulate clear-cut findings on the nature of each identified workplace challenges • Discuss strategies on devising, communicating, implementing and evaluating strategies and techniques in addressing specific workplace challenges			
	3.4 Implement action plans and communicate results	• Identify extent and causes of specific challenges in the workplace • Use of range of analytical problem-solving techniques • Formulate clear-cut findings on the nature of each identified workplace challenges • Discuss strategies on devising, communicating, implementing and evaluating strategies and techniques in addressing specific workplace challenges	• Group discussion • Lecture • Demonstration • Role playing	• Case Formulation • Life Narrative Inquiry (Interview) • Standardized test	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
4. Work in a diverse environment	4.1 Develop an individual's cultural awareness and sensitivity	• Show understanding of cultural diversity in the workplace • Recognize norms of behavior for interacting and dialogue with specific groups (e. g., Muslims and other non-Christians, non-Catholics, tribes/ethnic groups, foreigners) • Demonstrate different methods of verbal and non-verbal communication in a multicultural setting • Apply cross-cultural communication skills (i.e. different business customs, beliefs, communication strategies) • Show affective skills – establishing rapport and empathy, understanding, etc. • Demonstrate openness and flexibility in communication • Recognize diverse groups in the workplace and community as defined by divergent culture, religion, traditions and practices	• Small Group Discussion • Interactive Lecture • Brainstorming • Demonstration • Role-playing	• Demonstration or simulation with oral questioning • Group discussions and interactive activities • Case studies/ problems involving workplace diversity issues • Written examination • Role Playing	1 Hour
	4.2 Work effectively in an environment that acknowledges and values cultural diversity	• Explain the value of diversity in the economy and society in terms of Workforce development • Discuss the importance of inclusiveness in a diverse environment • Discuss the importance of shared vision and understanding of and commitment to team, departmental, and organizational goals and objectives	• Small Group Discussion • Interactive Lecture • Brainstorming • Demonstration • Role-playing	• Demonstration or simulation with oral questioning • Group discussions and interactive activities • Case studies/ problems involving workplace diversity issues	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		• Identify and exhibit strategies for customer service excellence • Demonstrate cross-cultural communication skills and active listening • Recognize diverse groups in the workplace and community as defined by divergent culture, religion, traditions and practices • Demonstrate collaboration skills		• Written examination • Role Playing	
	4.3 Identify common issues in a multicultural and diverse environment	• Explain the value, and leverage of cultural diversity • Discuss the inclusivity and conflict resolution • Describe the workplace harassment • Explain the change management and cite ways to overcome resistance to change • Demonstrate advanced strategies for customer service excellence • Address diversity-related conflicts in the workplace • Eliminate discriminatory behavior towards customers and co-workers • Utilize change management policies in the workplace	• Small Group Discussion • Interactive Lecture • Brainstorming • Demonstration • Role-playing	• Demonstration or simulation with oral questioning • Group discussions and interactive activities • Case studies/ problems involving workplace diversity issues • Written examination • Role Playing	1 Hour
5. Propose methods of applying learning and innovation in the organization	5.1 Assess work procedures, processes and systems in terms of innovative practices	• Show mastery of the following practical concepts (e.g., 7 habits of highly effective people, character strengths that foster learning and innovation, five minds of the future, adaptation concepts and trans theoretical model of behavior change)	• Interactive Lecture • Appreciative Inquiry • Demonstration • Group work	• Psychological and behavioral Interviews • Performance Evaluation • Life Narrative Inquiry	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		• Demonstrate collaboration and networking skills • Show basic skills in research • Generate practical insights on how to improve organizational procedures, processes and systems		• Review of portfolios of evidence and third-party workplace reports of on-the-job performance. • Standardized assessment of character strengths and virtues applied	
	5.2 Generate practical action plans for improving work procedures, processes	• Show mastery of the following practical concepts (e.g., 7 habits of highly effective people, character strengths that foster learning and innovation, five minds of the future, adaptation concepts and transtheoretical model of behavior change) • Demonstrate collaboration and networking skills • Show basic skills in research • Generate practical insights on how to improve organizational procedures, processes and systems • Set up action plans on how to apply innovative procedures in the organization • Set up action plans on how to apply innovative procedures in the organization • Generate practical insights on how to improve organizational procedures, processes and systems	• Interactive Lecture • Appreciative Inquiry • Demonstration • Group work	• 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

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	5.3 Evaluate the effectiveness of the proposed action plans	• Show mastery of the following practical concepts (e.g., 7 habits of highly effective people, character strengths that foster learning and innovation, five minds of the future, adaptation concepts and trans theoretical model of behavior change) • Demonstrate collaboration and networking skills • Show basic skills in research • Generate practical insights on continuous improvement	• Interactive Lecture • Appreciative Inquiry • Demonstration • Group work	• 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. Use information systematically	6.1 Use technical information	• Lecture and discussion on:
		  - Application in collating information
		  - Procedures for inputting, maintaining and archiving information
		  - Guidance to people who need to find and use information
		• Organizing information into a suitable form for reference and use
		• Classify stored information for identification and retrieval
		• Operate the technical information system by using agreed procedures
			• Lecture
			• Group Discussion
			• Hands on
			• Demonstration
				• Oral evaluation
				• Written Examination
				• Observation
				• Presentation
					4 Hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration

	6.2 Apply information technology (IT)	• Lecture and discussion on:
		  - Attributes and limitations of available software tool
		  - Procedures and work instructions for the use of IT
		  - Operational requirements for IT systems
		  - Sources and flow paths of data
		  - Security systems and measures that can be used
		  - Methods of entering and processing information
		• Use procedures and work instructions for the use of IT
		• Extract data and format reports
		• Use WWW applications
			• Lecture
			• Group Discussion
			• Self-paced handout/ module
			• Hands on
			• Demonstration
				• Oral evaluation
				• Written Examination
				• Observation
				• Presentation
					2 Hours

	6.3 Edit, format and check information	• Lecture and discussion on:
		  - Basic file-handling techniques
		  - Techniques in checking documents
		  - Techniques in editing and formatting
		  - Proof reading techniques
		• Use different techniques in checking documents
		• Edit and format information applying different techniques
		• Proof read information applying different techniques
			• Lecture
			• Group Discussion
			• Self-paced handout/ module
			• Hands on
			• Demonstration
				• Oral evaluation
				• Written Examination
				• Observation
				• Presentation
					2 Hours

7. Evaluate Occupational Safety And Health Work Practices	7.1 Interpret Occupational Safety and Health practices	• Discuss the OSH standards, principles and legislations • Identify OSH work practices issues • Discuss standard safety requirements	• Lecture • Group Discussion	• Written Exam • Demonstration • Observation • Interviews / Questioning	2 Hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	7.2 Set OSH work targets	• Discussion in actions plans that are necessary in achieving the OSH target	• Lecture • Group Discussion	• Written Exam • Demonstration • Observation • Interviews / Questioning	1 Hour
	7.3 Evaluate effectiveness of Occupational Safety and Health work instructions	• Practice evaluating safety data (Historical or Simulated)	• Lecture • Group Discussion	• Written Exam • Demonstration • Observation • Interviews / Questioning	1 Hour
8. Evaluate Environmental Work Practices	8.1 Interpret environmental practices, policies and procedures	• Discussion Environmental Issues regarding - Water Quality - National and Local Government Issues - Safety - Endangered Species - Noise - Air Quality - Historic - Waste - Cultural • Updating of existing occupation practices	• Lecture • Group Discussion • Demonstration	• Written Exam • Demonstration • Observation • Interviews / Questioning	1 Hour
	8.2 Establish targets to evaluate environmental practices	• Discussion on - lower production costs and energy consumption - Environmentally Sound Processes - Resource Efficient	• Lecture • Group Discussion • Demonstration	• Written Exam • Demonstration • Observation • Interviews / Questioning	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		- Recycling and Waste Management • Simple case study regarding energy efficiency			
	8.3 Evaluate effectiveness of environmental practices	• Identifying effective environmental practices relevant to the industry/occupation - Implementation of energy efficiency	• Lecture • Group Discussion • Demonstration • Case Study	• Written Exam • Demonstration • Observation • Interviews / Questioning • Third Party Reports	1 Hour
9. Facilitate Entrepreneurial Skills For Micro-Small-Medium Enterprises (MSMEs)	9.1 Develop and maintain micro-small-medium enterprise (MSMEs) skills in the organization	• Discussions on business models and strategies • Discussion on Types and categories of businesses and business internal control • Discussion on Relevant National and local legislations affecting businesses • Prepare promotional materials • Practice basic bookkeeping	• Lecture/ Discussion • Case Study • Demonstration	• Written Test • Portfolio • Work Related Project	2 Hours
	9.2 Establish and maintain client-base/market	• Role play on customer and employee relations • Discussion on Basic product promotion strategies • Preparation of Basic Feasibility study • Case studies on Basic Business ethics • Prepare basic advertising materials	• Role Play • Lecture Discussion • Case study	• Case problem • Written Test	2 Hours
	9.3 Apply budgeting and financial management skills	• Discussion on: - Basic cost-benefit analysis - Basic financial management - Basic financial accounting - Business internal controls	• Role Play • Lecture Discussion • Group work	• Written Test • Case problem	1 Hour

COMMON COMPETENCIES
(**82** hours)

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
1. Apply workplace procedures in warehousing operations	1.1 Identify critical aspects of the warehousing operations	• Read and understand o Occupational Safety and Health standards relevant to warehousing operations	• Lecture • Group discussion • Demonstration	• Oral evaluation • Written examination • Demonstration	24 hours
		• Discuss • Warehouse layout • Flow of materials • Workplace procedures • Organizational structure • Tasks, roles and responsibilities			
		• Discuss o Workplace hazards o Emergency procedures o Personal protective equipment			
		• Demonstrate ability to discuss o Discuss tasks included in warehousing operations o Discuss workplace hazards and personal protective equipment o Illustrate Warehouse lay out with major areas			
	1.2 Perform assigned workload	• Discuss o Planning work activities in warehousing operations o Workplace procedures o Project management o Work improvement strategies	• Lecture • Group discussion • Demonstration		

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration

		• Demonstrate ability to
		  o Identify ways of establishing priorities and deadlines
		  o Discuss how to optimize work schedule during peak season			

	1.3 Apply ethical practices	• Discuss
		  o Core values of employees
		  o Company Code of Ethics
		  o Regulations and legislation on gender sensitivity, sexual harassment, data privacy act
		  o Confidentiality Clause for employees
		  o Workplace security policies
		  o Obligations and contracts
		• Demonstrate ability to
		  o Settle an incident of overage during delivery
		  o Handle confidentiality of information prior to new product launch
			• Lecture
			• Group discussion
			• Demonstration		

2. Perform industry calculations in warehousing operations	2.1 Carry out calculations	• Discuss
		  o Different warehousing activities requiring calculations
		  o Conversions
		  o Units of measure for materials
		  o Ways of ensuring accuracy of calculations
			• Lecture
			• Group Discussion
			• Demonstration
				• Oral evaluation
				• Written examination
				• Demonstration
					8 hours

	2.2 Prepare estimates	• Discuss:
		  o Techniques of estimating quantities of materials and resources
		  o Job Estimates
		• Demonstrate ability to:
			• Lecture
			• Group Discussion
			• Demonstration		

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		• Prepare estimates for crating of goods for export			

	2.3 Interpret graphical representations of data	• Discuss:
		  • Different types of graphical representations
		  • How to use and interpret graphs
		
		• Demonstrate ability to
		• Translate inventory level data into graphical representation
		• Prepare graph for the ff. inventory movements in 12 months-time
		  ➢ Receipts
		  ➢ Sales
		  ➢ Returns
		and interpret results
			• Group Discussion
			• Demonstration		

3. Ensure security of stocks and cargo	3.1 Maintain security of stocks and cargo	• Read and understand
		  o Transport security legislation including relevant international, national laws, regulations, codes and/or guidelines
		  o Quarantine and bond regulations and requirements
		
		• Discuss
		  o Workplace policies and procedures concerning security of stocks and cargo
		  o Signs of pilferage and thefts
		  o Understanding instructions / information concerning security issues in transport and logistics
			• Lecture
			• Group Discussion
			• Demonstration
				• Oral evaluation
				• Written examination
				• Demonstration
					8 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration

		• Demonstrate ability to
		  o Handle a theft incident in the loading dock
		  o Report pilferages and thefts pertaining to stocks and cargo			

	3.2 Identify a security threat or situation	• Discuss
		  o Security threats, incidents, situations and emergencies pertaining to transport and logistics
		• Demonstrate ability to
		  o Detect security threats concerning stocks and cargo
		  o Report incident of suspicious cargo
		  o Handle bomb threat calls
			• Lecture
			• Group discussion
			• Demonstration		

	3.3 Respond to a security threat or situation	• Discuss
		  o How to report security threats and emergencies
		  o How to respond to emergency situations concerning security threats
		  o Types of communication systems in case of emergency situations
		
		• Demonstrate ability to
		  o Handle evacuation procedure
		  o Contact government agencies for emergency situation
			• Lecture
			• Group discussion
			• Demonstration		

4.Provide efficient customer service	4.1 Define customer service requirements	• Discuss: • Scope of products and services being offered • Customer Profile	• Lecture • Group discussion • Demonstration	• Oral evaluation • Written examination • Demonstration	10 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		• Customer Service Requirements • Demonstrate ability to: o Prepare a customer profile with service requirements through a mock interview			
	4.2 Render customer service	• Discuss: o Workplace standards on customers' service o How to deal with customer's o inquiries and/or complaints o Extra Mile Customer service • Demonstrate ability to o Handle customer inquiry on a product feature o Settle customer complaint issue	• Lecture • Group discussion • Demonstration		
	4.3 Monitor customer satisfaction	• Discuss o Definition of customer satisfaction o Methods of monitoring customer satisfaction o Customer feedback reports o Common approaches to improve customer satisfaction	• Lecture • Group discussion		
		• Demonstrate ability to o Develop a customer satisfaction rating sheet o Use the customer satisfaction rating sheet in conducting a survey for a previous delivery made o Handle an irate customer	• Demonstration • Role Play		

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration

5.Contribute to quality systems	5.1 Apply quality concepts	• Discuss
		  • Basic quality concepts applicable to warehousing operations
		  • Roles and responsibilities to ensure quality of work
		• Demonstrate ability to perform
		  • Problem-solving techniques used in addressing quality issues on warehousing operations
		  • Orient a co-worker on documenting a product return applying quality concept
			• Lecture and Group discussion
			• Demonstration
				• Oral evaluation
				• Written examination
				• Demonstration
					8 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration

	5.2 Evaluate proposed work process improvements	• Discuss
		  • Definition of work process improvement
		  • Importance of work process improvement
		  • How to prepare a work process improvement proposal
		  • Different methods on work process improvement
		  • Cost Benefit analysis
		  • Ishikawa diagram on cause and effect on quality issue
		  • Factors to consider in evaluating a work process improvement
		
		• Demonstrate ability to:
		  o Give an example of work process improvement for warehouse operation.
		  o Evaluate the proposed process improvement
		  o Explain the selection process of the work process improvement that best fit the work situation
			• Lecture
			• Group Discussion
			• Demonstration		

	5.3 Implement work process improvements	• Discuss
		  o Guidelines in implementing work process improvement
		  o Monitoring progress and impact of work process improvement
		• Demonstrate ability to
		  o Enumerate and explain process prior to implementing a work process improvement
			• Lecture
			• Group Discussion
			• Demonstration		

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration

6. Comply with workplace procedures in handling products	6.1 Categorize products	• Read and understand
		  o Government agencies regulating product storage and handling
		• Discuss
		  o Factors in identifying and categorizing products
		    ➢ product information
		    ➢ storage requirements
		• Demonstrate ability to:
		  o Differentiate stocks by category
			• Lecture and Group discussion
			• Demonstration
				• Oral evaluation
				• Written examination
				• Demonstration
					8 hours

	6.2 Identify storage locations	• Discuss
		  o Factors in identifying storage locations and labeling
		    • products storage requirements
		    • available warehouse space
		  o Different storage locations
		  o Inventory Management/Warehouse Management systems
		  o Stock movements and stock rotation affecting storage locations
		  o Picking strategy
		• Demonstrate ability to
		  o Identify the stock storage location using the stock locator chart
			• Lecture
			• Group Discussion
			• Demonstration		

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	6.3 Follow stocks handling procedures	• Discuss 　○ Different stock handling requirements 　○ Different types of material handling equipment 　○ Stock handling procedures • Demonstrate ability to 　• Explain stock handling procedures	• Lecture • Group Discussion • Demonstration		
7. Maintain warehouse records	7.1 Record warehouse data	and understand 　○ Government agencies requiring records retention ss 　○ Importance of records management 　○ Relevant software 　○ Recording system 　○ Filing system 　○ Different types of document 　○ Important warehouse and inventory data nstrate ability to 　○ Explain the importance of records management 　○ Identify warehouse and inventory documents requiring retention by the government	• Lecture • Group discussion • Demonstration	• Oral evaluation • Written examination • Demonstration	16 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration

	7.2 Control document	• Discuss
		  o Document control procedures
		  o Risks in records management
		  o Cyber attack
		  o Hacking
		  o Virus
		  o Data storage and retrieval system
		  o Backup system for storage data
		  o Restricted access/custodian
		  o Records retention period
		  o Confidentiality and Information security
		• Demonstrate ability to
		  o Explain document control procedures for warehouse records
		  o Ways of preventing risks in document control
			• Lecture
			• Group Discussion
			• Demonstration		

	7.3 Prepare reports	• Discuss
		  o Different types of warehouse reports
		  o Workplace procedures in preparing reports
		  o Reporting protocol
		• Demonstrate ability to
		  o Explain different warehouse and inventory reports and its uses
			• Lecture
			• Group discussion
			• Demonstration		

CORE COMPETENCIES
(86 Hours)

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration

1. Complete receipt/dispatch documentation	1.1 Check receipt and dispatch documents	Discuss:
		• Stocks Receipt Transactions
		  o Types
		• Common workplace requirements:
		  o Documents e.g. purchase order, certificate of compliance
		  o Delivery schedules and cut-offs
		  o Volume
		  o Packaging
		  o Palletizing scheme
		  o Delivery crew
		• Relevant government regulatory requirements
		• How to check / validate deliveries prior to receiving
		
		• Stocks Dispatch Transactions
		  o Types
		• Common customer delivery requirements:
		  o Documents (purchase order, counter receipt etc.)
		  o Customer delivery schedules and cut-offs
		  o Volume
		  o Packaging
		  o Palletizing scheme
		  o Delivery crew
			• Lecture
			• Group Discussion
			• Demonstration
			• Visual Presentation
				• Written Examination
				• Oral Examination
				• Demonstration
					16 hrs.

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration

		• Relevant government and regulatory requirements
		• Returned stocks
		  o Common reasons for customers' returns
		
		  o Quality Issues
		
		  o Common workplace policies and procedure on returns
		    o Document requirements
		    o Authorized signatories
		    o Quality status of stocks
		    o Acceptable volume or amount
		• Other stock movements (e.g. transfers)
		
		• Identifying stock locations for the storage and retrieval of stocks			

		• Palletizing scheme and its importance
		
		Demonstrate ability to:
		1. Prepare a document checklist for a:
		  o supplier delivery
		  o customer delivery
		2. How to determine an authorized supplier's delivery
		3. Draw a warehouse rack with stock locator system
					.

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration

	1.2 Process Receipt and Dispatch documents	Discuss:
		• Workplace receiving procedures
		  o On suppliers' deliveries
		  o On returned stocks
		  o On promotional items
		  o On stock transfers
		• Processing of receipt transactions:
		  o On suppliers' deliveries
		  o On returned stocks
		  o On promotional items
		  o On stock transfers
		  o On relevant government regulatory requirements
		• Workplace issuing procedures
		  o On customers' deliveries
		  o On delivery of promotional items
		  o On stock transfers
		• Processing of stock issuances:
		  o On customers' deliveries
		  o On delivery of promotional items
		  o On stock transfers
		• Labels attached on suppliers' deliveries
		• How to assign transport unit to a particular delivery
		Demonstrate the ability to explain:
		1. A standard receiving procedure
		2. A standard dispatching procedure
		3. Factors to consider in assigning a transport unit for a delivery
			• Lecture
			• Group Discussion
			• Demonstration
			• Visual Presentation
				• Written Examination
				• Oral Examination
				• Demonstration
					16 hrs.

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration

	1.3 Finalize documentation	Discuss:
		• Receipt documents
		  o Acknowledging receipt documents for stocks received
		  o Transmittal of receipt documents to the concerned parties
		  o Matching issuing documents with actual stocks issued
		• Dispatch documents
		  o Relevant government and regulatory documents
		  o Customer's document delivery requirements
		  o Releasing dispatch documents
		  o Importance of gate pass
		• Filing System
		
		Demonstrate the ability to:
		1. Check receipt documents versus deliveries
		2. Record receipt stocks in the inventory record with bin assignment
		3. Assign a truck for a particular delivery
		4. Check issuing documents versus loaded stocks
		5. Prepare a gate pass
			• Lecture
			• Group Discussion
			• Video Presentation
			• Visual Presentation
			• Case study
				• Written Examination
				• Oral Examination
				• Demonstration
					4 hrs.

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration

2 Identify and inspect stored stocks	2.1 Identify stocks in a section of a warehouse or other storage areas	Read and understand:
		• Relevant government and regulatory requirements on inventory management and warehouse management
		• Proper handling of different stocks
		• Relevant DOLE-OSHS
		Discuss
		• Different stocks classification and its storage and handling requirements
		• Stock Keeping Unit and its significance
		• Factors to consider in allocating warehouse areas to different stocks
		• Stock locator system
		  o Concepts and Importance
		  o Uses
		  o Different warehouse locations
		  o How to assign bin locations using stock locator system
		  o Different warehouse signages and visual cues
		  o Stock rotation
		• Inventory Management /Warehouse Management System
		• Warehouse Material handling equipment and its uses
		• Barcode scanning
		• Good Housekeeping
			• Lecture / Discussion
			• Demonstration
			• Video Presentation
			• Visual Presentation
				• Written Examination
				• Oral Examination
				• Demonstration
					4 hrs.

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		• Good Warehousing Practices • 5S (Seiri, Seiton, Seiketsu, Seiso and Shitsuke) Demonstrate the ability to: 1. Classify stocks and assign bin locations 2. Identify storage requirements for different stocks 3. Explain the importance of inventory management / warehouse management 4. Prepare a checklist of good warehousing practices 5. Give examples of 5S applications in the warehouse			

	2.2 Inspect quality of stored stocks	Discuss:
		• Workplace quality standards
		• Warehouse inspection checklist
		• Damaged stocks /Stocks for disposal
		  o Reasons
		  o Inventory take up
		  o Proper disposal
		
		Demonstrate the ability to:
		1. Explain acceptable stocks quality standards
		2. Discuss visual inspection checklist
		3. Inspect and recommend disposition on damaged stocks.
			• Lecture / Discussion
			• Visual Presentation
			• Video Presentation
				• Written Examination
				• Oral Examination
				• Demonstration
					4 hrs.

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	2.3 Prepare applicable reports on stock status and movement	Discuss: • Inventory Stock Status Report • Report on inventory movement • Inventory Damaged Report • Inventory Destruction Report • Other inventory reports Demonstrate the ability to: 1. Prepare a comparative Inventory Damaged Report 2. Prepare an inventory stock status at the end of the month	• Lecture / Discussion • Self-Pace learning • Visual Presentation	o Written Examination o Oral Examination o Demonstration	4 hrs.

3 Maintain transport / stock records	3.1 Process transport / stock documentation	Read and Understand:
		• Local and foreign government regulatory requirements pertaining to transport /stock documentation
		
		Discuss:
		• Importance of transport/ stock documentation
		   o Workplace requirements
		   o Government regulatory requirements
		   o
		• Critical data elements in transport/stock documentation
		   o Transaction
		   o Transport mode
		   o Transport type
		   o Product type
		   o Volume
		   o Valuation
		   o Reference document
			• Lecture / Discussion
			• Self -Pace learning
			• Visual Presentation
				• Written Examination
				• Oral Examination
				• Demonstration
					4 hrs.

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		• Effects of erroneous transport/stock documentation • Transport and shipping costs Demonstrate the ability to 1. Identify critical data elements in transport/stock documentation and discuss importance of each element 2. Review the different local and foreign government regulatory requirements			
	3.2 Monitor transport/ stock movements	Discuss: • Importance of monitoring transport/stock movements • Available transport tracking equipment and applications • Discuss the use of log-cards for temperature-controlled units • Identify the different transport and stock issues Demonstrate the ability to: 1. Resolve issue on transport/stock movement 2. Check the status of a shipment 3. Compute for shipping cost of a particular delivery	• Lecture • Group Discussion • Demonstration • Video Presentation • Visual Presentation • Case Study	• Written Examination • Oral Examination • Demonstration	4 hrs.

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration

	3.3 Maintain transport/stock records	Discuss:
		• Importance of maintaining transport/stock records
		• Types of documents requiring record keeping and retention
		• Government and regulatory requirements for transport/stock records
		• Document control procedures
		   ○ Data storage
		   ○ Retention
		   ○ Access to records
		   ○ Authorization to withdraw documents
		Demonstrate ability to
		1. Discuss the importance of document handling and control
		2. Prepare a proper document handling and control procedure
			• Lecture
			• Group Discussion
			• Visual Presentation
			• Video Presentation
				• Written Examination
				• Oral Examination
				• Demonstration
					1 hr.

4 Participate in stock inventory count	4.1 Prepare for stock inventory count	Discuss:
		• Physical Count
		   ○ Definition
		   ○ Objective
		   ○ Types and differentiation
		   ○ Frequency
		• Inventory Count Preparation
		   ○ Schedules and cut-offs
		   ○ Count teams
		   ○ Orientation of count teams
		   ○ Physical Arrangement
			• Lecture
			• Group Discussion
			• Video Presentation
			• Visual Presentation
				• Written Examination
				• Oral Examination
				• Demonstration
					4 hrs.

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		o Inventory count resources • Workplace policies and procedures related to inventory count Demonstrate ability to: 1. Create process flow of inventory count 2. Identify critical aspects of physical arrangement of stocks prior to inventory count			

	4.2 Conduct inventory count and record results	Discuss:
		• Inventory count process
		    o Wall to Wall
		    o Cycle Count
		• How to do the actual inventory count
		    o Unit of Measure Conversion
		    o Matching of counts between count teams
		    o Reconciling mismatched counts
		• Recording of inventory count results
		    o Manual recording
		    o Data encoding (Inventory Management System)
		Demonstrate the ability to:
		1. Conduct an inventory of stocks
		2. Convert one unit of measure to another
		3. Get the total inventory cost based on count
			• Lecture / Discussion
			• Visual Presentation
			• Video Presentation
				• Written Examination
				• Oral Evaluation
				• Demonstration
					4 hrs.

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	4.3 Inventory variances are accounted and reconciled	Discuss: • How to account inventory count variances • The different causes of variances • Effects of inventory variances to financial report of the company • Inventory reconciliation • Inventory adjustments • Inventory count reports Demonstrate the ability to: 1. Account for inventory variances and identify possible causes 2. Make inventory reconciliation 3. Prepare an inventory count report with adjustment	• Lecture • Group Discussion • Visual Presentation	• Written Examination • Oral Examination • Demonstration	8 hrs.

5. Render excellent customer service	5.1 Establish customers profile	Discuss:
		• Customer data master file
		  o Importance
		  o Uses
		  o Relevant customer data
		• Factors in classifying customers
		• Various customers' delivery service requirements
		• Confidentiality
		• Data privacy law
		Demonstrate ability to:
		1. Categorize customers
		2. Prepare a customer profile sheet
		3. Enumerate various customer delivery service requirements
			• Lecture
			• Group Discussion
			• Demonstration
				• Written Examination
				• Oral Examination
				• Demonstration
					4 hrs.

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration

	5.2 Provide services to customers	Read and understand
		• Laws and government regulations affecting customer service and consumer rights
		
		Discuss:
		• Customer Service
		  o Importance of customer service
		  o Principles of customer service
		  o Customer Service Attitude
		  o Importance of fulfilling customer requirements
		
		Demonstrate ability to:
		1. Define customer service and give examples
		2. Discuss benefits of fulfilling customer requirements
			• Lecture / Discussion
			• Demonstration
			• Video Presentation
			• Role Play
				• Written Examination
				• Oral Examination
				• Demonstration
					4 hrs.

	5.3 Handle customer complaints	Discuss: • Handling customer complaints • Kinds of customers' complaints and possible solutions • Dos and Don'ts in handling customer complaints • Problem-solving techniques • Documentation of complaints and resolution • How to handle difficult customer • Post activities after complaint resolution	• Lecture • Discussion • Demonstration • Video Presentation • Role Play	• Written Examination • Oral Examination • Demonstration	3 hrs.

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration

		Demonstrate through role play
		1. Handling customer complaint due to
		   product defect
		2. Handling customer complaint due to
		   late delivery
		3. Post warehouse activities after
		   resolving a late delivery complaint			

	5.4 Achieve customer satisfaction	Discuss:
		  • Customer service satisfaction
		    o Definition
		    o Scope and limitation
		    o Importance of measuring customer satisfaction
		    o Methods of measuring customer satisfaction
		  • Customer feedback
		    o Importance
		    o Mechanism
		      o Customer satisfaction rating sheet
		      o Customer Survey
		      o Company Website
		    o Social media
		    o Analysing feedback results
		    o How to translate results into useable reports for service improvement
		Demonstrate ability to
		1. Develop a sample customer survey form
		2. Translate customer survey results to improve service
			• Lecture
			• Group Discussion
			• Demonstration
			• Video Presentation
				• Written Examination
				• Oral Examination
				• Demonstration
					2 hrs.

3.2 TRAINING DELIVERY (TO BE REVISED)

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 meet 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 traditional classroom-based or in-center instruction may be enhanced through use 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 apprenticeable occupation.

- Informal Apprenticeship - is based on a training (and working) agreement between an apprentice and a master craftsperson wherein the agreement may be written or oral and the master craftsperson 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 craftsperson.

- 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 or students who want to enroll in this course must possess the following requirements:

- Must have completed the ten (10) years of basic education or 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
WAREHOUSING SERVICES NC III

Recommended list of tools, equipment and materials for the training of a maximum of 25 trainees for **WAREHOUSING SERVICES NC III** are as follows:

Qty	Unit	Specification/s /Description
EQUIPMENT *		
1	pc	Bar code scanner Long range, laser type, up to 30" range
1	pc	Desktop Computer Internet connection capability
1	pc	Laptop With compatible printer
1	pc	Multi-media projector
1	set	Audio Equipment

Note:
* The above equipment can be available on site.

Qty	Specification/s
SAFETY/PPEs	
1 set	Leather gloves
	Reflectorized Vest
	Hard hat
	Safety goggles
	Safety shoes. Steel toed
	Dust Mask
	Apron

Qty	Unit	Specification/s
ROOM FURNITURES		
25	pcs	Arm chair, plastic 17 ½" seat height
1	pc	Teacher's table Single pedestal, 48" W x 30" D x 29-1/2" H
1	pc	Projector overhead stand
1	pc	Magnetic White board, wall mounted. 4 ft. x 8 ft.
1	set	Flip board, foldable
1	pc	Cork Board

SUPPLIES / MATERIALS	
Qty	**Specification/s**
3 pcs	White Board Markers
1 pc	White Board Eraser
25 pcs	Kraft Paper
2 pcs each	Scanned Sample Forms – Sales Order, Purchase Order, Delivery Order, Transfer Order, Bad Order Form, Count Tags, Count Sheets etc.

LIBRARY HOLDINGS / REFERENCE MATERIALS	
Qty	**Specification/s**
1	101 Thoughts on Supply Chain Management
1	Reference materials on Warehousing Management Journals/Magazines
1	OSHS Manual
1	Customer Response System Manual
1	Count Manuals
1	Company Policies
1	Company Procedure Manuals

∗ **NOTE: The Training Center has the option to partner with a private/public establishment   that has the capability to conduct warehousing services training.**

3.5 TRAINING FACILITIES

The areas indicated here are indicative for a class size of 25 trainees. For a smaller class size, they may be reduced, provided that there should be at least 1.0 sq. m. or more space per trainee.

Space Requirement	Size in Meters	Area in Sq. Meters	Total Area in Sq. Meters
Lecture Room	8 x 5 m.	40 sq. m.	40 sq. m.
Warehouse Facility (hands-on purposes)	Actual Size	Actual Size	Actual Size
Learning Resource Center	4 x 5 m.	20 sq. m.	20 sq. m.
Wash room/Comfort Room (Male and Female)	3 x 4 m.	12 sq. m.	12 sq. m.
		Total workshop area:	**72 sq. m.**

Note:
* Practical activities can be done in an actual Warehouse Facility
Technical Vocational Institute (TVI) offering the Warehousing Services Program can have a Memorandum of Agreement (MOA) with a private /public institution with a warehouse facility (with receiving, put-away and issuing activities)

3.6 TRAINER'S QUALIFICATIONS FOR WAREHOUSING SERVICES NC III

Trainers who will deliver the training on Warehousing Services NC III should possess the following qualifications:

- Must be a holder of NTTC Level I in Warehousing Services NC III
- Must possess good communication skills
- Must have at least 3 years experience as supervisor with knowledge Inventory Management –Warehouse Management (IM-WM) system

3.7 INSTITUTIONAL ASSESSMENT

Institutional Assessment is undertaken by trainees in a structured learning program to determine their achievement of units of competencies. It is administered by the trainer/assessor at end of each learning module.

SECTION 4 ASSESSSMENT 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 the workplace requirements based on the relevant competency standards.

The assessment process is based on evidence or information gathered to prove achievement of competencies

4.1 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

4.1.1   The full National Qualification of **WAREHOUSING SERVICES NC III** shall be obtained when a candidate demonstrates competence in all units of competency listed in Section 1. A successful candidate shall be awarded a National Certificate signed by the TESDA Director General.

4.1.2   Assessment shall focus on the core units of competency. The basic and common units are assessed concurrently with the core units.

4.1.3   Recognition of Prior Learning (RPL). Candidates who have gained competencies through education, informal training, and 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 for certification for **WAREHOUSING SERVICES NC III**:
  4.1.4.1   Graduating students/trainees of with Training Regulation (WTR)-registered programs, graduates of No-Training Regulation (NTR) programs or graduates of formal/non-formal/informal including enterprise based training programs related to warehousing services Industry workers in warehousing operations.

  4.1.4.2   Experienced workers in warehousing and logistics

4.1.5   Re-assessment shall focus only on the specific areas/where the candidate has not satisfactorily achieved the required level of competence AND must be undertaken within two (2) months during the period of validity of the Training Regulations

4.1.6   A candidate who fails the assessment for two (2) consecutive times shall be advised to go through a refresher course (on failed competencies) before taking another assessment.

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 exists, 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 needs 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 to assessment.

4.2.2 **Accredited Assessment Center**. Only a TESDA-accredited assessment center is authorized to conduct competency assessment. The center has to undergo a quality assured procedure for accreditation before it is authorized by TESDA to manage the assessment for National Certification. It shall enter into a Memorandum of Agreement with a company that has warehousing facility and other requirements that maybe deemed necessary in the conduct of assessment.

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

4.2.3.1. Qualification of Competency Assessors

For Trainer-Assessor
- Holder of National TVET Trainer Certificate Level 1 (NTTC) on Warehousing Services NC III with at least three (3) years work experience in warehousing/logistics industry.
- Knowledgeable in Inventory Management / Warehouse Management System
- Have assisted in the actual conduct of assessment to at least two (2) candidates.

For Industry Assessor
- Holder of National Certificate in Warehousing Services NC III
- Holder of Certificate of Competency (COC) in Conduct Competency Assessment under the Trainers Methodology Level 1 (TM 1
- Have at least three (3) years work experience in warehousing/logistics industry
- Knowledgeable in Inventory Management / Warehouse Management System
- Have assisted in the actual conduct of assessment to at least two (2) candidates

COMPETENCY MAP – WAREHOUSING SERVICES NC III (LOGISTICS AND TRANSPORT SECTOR)

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)					

COMMON COMPETENCIES

Apply workplace procedures in warehousing operations	Perform industry calculations in warehousing operations	Ensure security of stocks and cargo	Provide efficient customer service	Contribute to quality systems	Comply with workplace procedures in handling stocks
Maintain warehouse records					

CORE COMPETENCIES

Complete receipt/ dispatch documentation	Identify and inspect stored stocks	Maintain transport/stock records	Participate in stock inventory count	Render excellent customer service

GLOSSARY OF TERMS:

Air Waybill

It is a receipt issued by an international airline for goods and an evidence of the contract of carriage that allows it to be tracked. It is not a document of title to the goods hence it is a non-negotiable instrument

Barcode

It is an optical machine-readable representation of data relating to the object to which it is attached. It is a small image of lines (bars) and spaces that is affixed to store items identification cards, and etc. to identify a particular product number, person, or location.

Certificate of Compliance

A document certified by a competent authority that the supplied good or service meets the required specification.

Certificate of Origin

It is an important international trade document attesting that goods in a particular export shipment are wholly obtained, produced, manufactured or processed in a particular country

Consignee

Is the entity or person who is responsible for the receipt of a shipment. Generally, but not always, the consignee is the same as the receiver or the buyer.

Delivery Waiver

A permission for claiming goods or merchandise in the absence of the consignee or the rightful person

Demurrage

It refers to charges that shall be imposed when customers have exceeded the standard free time allowed for taking delivery of a shipment from the shipping or transporting company's warehouse

Ergonomics

It is the scientific discipline concerned with the understanding of interactions among humans and other elements of a system, and the profession that applies theory, principles, data and methods to design in order to optimize human well-being and overall system performance

Forklift

It is a powered industrial truck (usually engine, hydraulics or electricity used to lift and move materials in short distances

Inventory

The total amount of goods and/or materials contained in a warehouse, store or factory at any given time.

Lay-out

It is the manner in which parts of the warehouse are arranged or laid-out

Lift truck

Vehicles used to lift, move, stack, rack, or otherwise manipulate loads.

Load	Describes the materials being handled by a piece of equipment.
Load Leading	A condition of pallet truck operation where the forks with the load leading on travel and the steering wheels behind
Loading Dock	Also called loading bay is an area of a warehouse building where goods vehicles (usually road or rail) are loaded and unloaded.
Logistics Provider	A company that provides management over the flow of goods and materials between points of origin to end-use destination. The provider will often handle shipping, inventory, warehousing, packaging and security functions for shipments.
Negotiation	Discussion aimed at reaching an agreement.
Order	A request by one party to another to make, supply, deliver, transfer or receive goods and services.
Order Fulfillment	Used to describe the act of distribution or the logistics function, however, in the broader sense it refers to the way firms respond to customer orders.
Packing List	It is a document that includes details about the contents of a package to allow transport agencies, government authorities and customers know the contents
Pallet	A portable platform designed to allow a forklift or pallet jack to lift, move, and store various loads
Pallet Loader	A warehousing or manufacturing equipment designed to lift and move load on a pallet
Pallet Truck	It is an equipment used to lift and move pallets are either manually operated or powered by means of electricity and hydraulics
Physical Inventory Count Window	Allows many different methods of creating count lists, verifying and updating inventory counts.
Palletizing Scheme	Create a number of alternative palletization patterns or arrangement which ensures cargo stability, taking into account pallet and box volumes.
Pick List	It is a document that is often used to pull particular items in specific quantities from an inventory
Pre-Operational Checks	Visual and physical checks made before operating any pallet jacks/trucks to identify damage, prevent accidents and to ensure the forklift is safe to use
Purchase Order	A document used to approve, track, and process purchased items
Reconciliation	It is a process where a company balances its physical inventory with the figures in its accounting books.
Shelf Life Short landed	A condition where the manifested schedule of delivery does not actually arrive on time.
Stacking	An orderly pile of stocks/goods, especially one arranged in layers.

Stock Locator System	A system with the capability of tracking supplies and inventory during transport and storage.
Stock Take or Inventory Count	Is the physical verification of the quantities and condition of items held in an inventory or warehouse. This may be done to provide an audit of existing stock valuation. It is also the source of stock discrepancy information.
Transport-Route planning	It is a process to plan for the most cost-effective route by minimizing the distance traveled and time taken in the delivery process
Warehouse Facility	A facility where raw materials and manufactured goods materials are stored before distribution.
Work-in-Process	Part of manufacturer's inventory that has not yet been completed and transferred as finished goods inventory

ACRONYMS:

ASN   *Advanced Shipping Notice* – It is a document that provides detailed information about pending delivery. It is to notify a customer when shipping occurs and provide physical characteristics about the shipment so the customer can be prepared to accept the delivery

BOL   *Bill Of Lading*- is a document issued by a carrier which details a shipment of merchandise and gives title of that shipment to a specified party.

DOLE – OSHS   *Department of Labor and Employment* – *Occupational Safety and Health Standards.*

ETA   *Estimated Time of Arrival*- refers to the expected or projected time of arrival of either person, goods and/or services to a particular place or destination

ETD   *Estimated Time of Departure*.-refers to the expected or projected time of departure of either person, goods and/or services to a particular place or destination

FIFO   *First In, First Out* -. It is an accounting method of costing inventory. It values items withdrawn from inventory at the cost of the oldest items assumed to remain in inventory. It is based on the assumption that the first goods purchased are also the first goods sold.

GMP   *Good Manufacturing Practices* - It describes a set of principles and procedures to ensure that products are consistently produced and controlled according to quality standards.

GHK   *Good Housekeeping* - It is an on-going process aimed to eliminate some workplace hazards and help get a job done easily and properly. A good housekeeping program plans and manages the orderly storage and movement of materials from point of entry to exit.

GPS   *Global Positioning System* - It is a space-based navigation system that provides location and time information in all weather conditions, anywhere.

IM   **Inventory Management** - It is the process of efficiently overseeing and controlling the constant flow of units in an existing inventory

IM-WM   **Inventory Management-Warehouse Management** - It is a software application that supports the day-to-day operations in a warehouse to enable centralized management of tasks such as tracking inventory levels and stock locations

KPI   *Key Performance Indicator* - It is a measurable value that demonstrates how effectively a company is achieving key business objectives. Organizations use KPIs at multiple levels to evaluate their success at reaching targets.

LIFO   *Last In, First Out* - It is an accounting method of costing inventory. It values items withdrawn from inventory at the cost of the newest items assumed to remain in inventory based on the assumption that the last goods purchased are also the first goods sold. It may also refer to a policy of.issuing first what has arrived last

RFID   *Radio Frequency Identification* – It refers to small electronic devise that consists of a small chip and antenna. It serves the same purpose as a bar code of a magnetic strip which provides a unique identifier for an object .RFID device must be scanned to retrieve the identifying information

SKU   *Stock Keeping Unit* - It is an identification code, usually alphanumeric, of a particular product that allows it to be tracked for inventory purposes.

SOP   *Standard Operating Procedures* - These are written instructions intended to document how to perform a routine activity to ensure consistency and quality in the products.

WMS   *Warehouse Management System* - It is a software application that supports the day-to-day operations in a warehouse. It enables centralized management of tasks such as tracking inventory levels and stock locations.

5S   *Seiri, Seiton, Seiso, Seiketsu and Shitsuke* - It is a systematic and methodical approach allowing teams to organize their workplace in the safest and most efficient manner. It engages the people through the use of "standards" and "discipline".

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