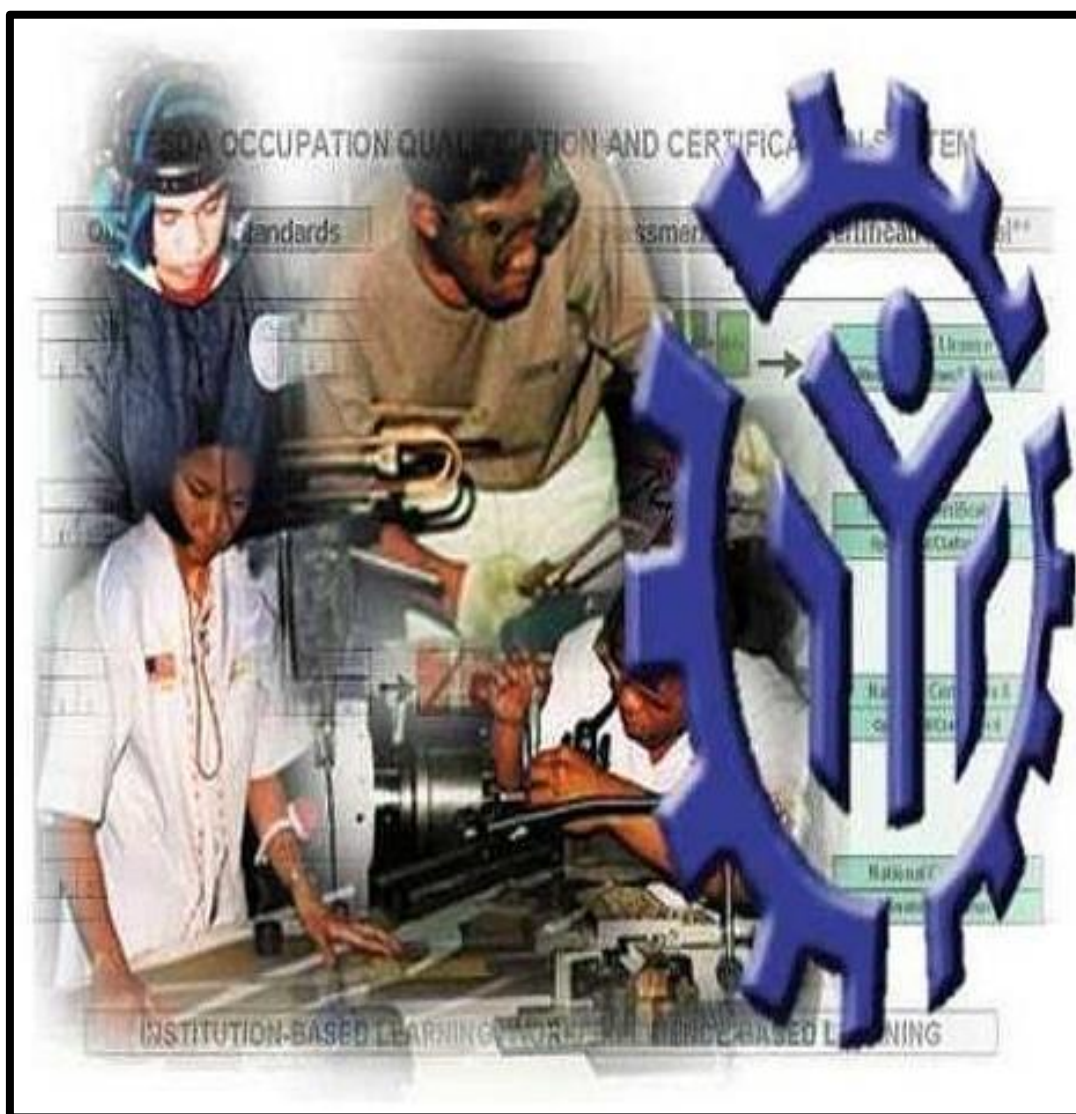


COMPETENCY STANDARDS

COURIER DELIVERY SERVICES

LEVEL II



TRANSPORT AND LOGISTICS SECTOR

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY

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

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COMPETENCY STANDARDS FOR COURIER DELIVERY SERVICES LEVEL II

SECTION 1 DEFINITION

The **COURIER DELIVERY SERVICES LEVEL II** qualification consists of competencies that a person must achieve to enable him/her to perform pick-up parcel shipment from customer preferred location or at the store, deliver parcel/shipments and process undelivered parcels and shipments.

The units of competency comprising this qualification include the following:

Unit Code	BASIC COMPETENCIES
400311210	Participate in workplace communication
400311211	Work in team environment
400311212	Solve/address general workplace problems
400311213	Develop career and life decisions
400311214	Contribute to workplace innovation
400311215	Present relevant information
400311216	Practice occupational safety and health policies and procedures
400311217	Exercise efficient and effective sustainable practices in the workplace
400311218	Practice entrepreneurial skills in the workplace
Unit Code	COMMON COMPETENCIES
AB-TLS1381100832201	Apply knowledge in warehouse, distribution operations and workplace procedures
AB-TLS1381100832202	Perform industry calculation in warehousing and distribution operations
TRS311204	Perform workplace security and safety
LOG432203	Provide effective customer service
LOG432204	Contribute to quality systems
AB-TLS1381100832206	Follow specifications and manual of instructions when storing and distributing products/parcels
AB-TLS1381100832207	Maintain and use of materials handling equipment
AB-TLS1381100832208	Perform computer and system operations
Unit Code	CORE COMPETENCIES
AB-TLS1381100832301	Pick-up parcel shipment from customer preferred location or at the store
AB-TLS1381100832302	Deliver parcel/shipments
AB-TLS1381100832303	Process undelivered parcels and shipments

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

- Courier

SECTION 2 COMPETENCY STANDARD

This section gives the details of the contents of the units of competency required in **COURIER DELIVERY SERVICES LEVEL II**.

BASIC COMPETENCIES

UNIT OF COMPETENCY	: PARTICIPATE IN WORKPLACE COMMUNICATION
UNIT CODE	: 400311210
UNIT DESCRIPTOR	: This unit covers the knowledge, skills and attitudes required to gather, interpret, and convey information in response to workplace requirements.

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

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>workplace procedures for the location and storage of information are Used</p> <p>1.7 Personal interaction is carried out clearly and concisely</p>		
<p>2. Perform duties following workplace instructions</p>	<p>2.1 Written notices and instructions are read and interpreted in accordance with organizational guidelines</p> <p>2.2 Routine written instruction is followed based on established procedures</p> <p>2.3 Feedback is given to workplace supervisor-based instructions/ information received.</p> <p>2.4 Workplace interactions are conducted in a courteous manner</p> <p>2.5 Where necessary, clarifications about routine workplace procedures and matters concerning conditions of employment are sought and asked from appropriate sources</p> <p>2.6 Meetings outcomes are</p>	<p>2.1 Effective verbal and non-verbal communication</p> <p>2.2 Different modes of communication</p> <p>2.3 Medium of communication in the workplace</p> <p>2.4 Organizational/ Workplace policies</p> <p>2.5 Communication procedures and systems</p> <p>2.6 Lines of communication</p> <p>2.7 Technology relevant to the enterprise and the individual's work responsibilities</p> <p>2.8 Effective questioning techniques (clarifying and probing)</p> <p>2.9 Workplace etiquette</p>	<p>2.1 Following simple spoken instructions</p> <p>2.2 Performing routine workplace duties following simple written notices</p> <p>2.3 Participating in workplace meetings and discussions</p> <p>2.4 Completing work-related documents</p> <p>2.5 Estimating, calculating and recording routine workplace measures</p> <p>2.6 Relating/ Responding to people of various levels in the workplace</p> <p>2.7 Gathering and providing information in response to workplace requirements</p> <p>2.8 Basic questioning/querying</p> <p>2.9 Skills in reading for information</p> <p>2.10 Skills in locating</p>

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

RANGE OF VARIABLES

VARIABLES	RANGE
1. Appropriate sources	May include: 1.1. Team members 1.2. Supervisor/Department Head 1.3. Suppliers 1.4. Trade personnel 1.5. Local government 1.6. Industry bodies
2. Medium	May include: 2.1. Memorandum 2.2. Circular 2.3. Notice 2.4. Information dissemination 2.5. Follow-up or verbal instructions 2.6. Face-to-face communication 2.7. Electronic media (disk files, cyberspace)
3. Storage	May include: 3.1. Manual filing system 3.2. Computer-based filing system
4. Workplace interactions	May include: 4.1. Face-to-face 4.2. Telephone 4.3. Electronic and two-way radio 4.4. Written including electronic means, memos, instruction and forms 4.5. Non-verbal including gestures, signals, signs and diagrams
5. Forms	May include: 5.1. HR/Personnel forms, telephone message forms, safety reports

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Prepared written communication following standard format of the organization. 1.2. Accessed information using workplace communication equipment/systems. 1.3. Made use of relevant terms as an aid to transfer information effectively. 1.4. Conveyed information effectively adopting formal or informal communication
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1. Fax machine 2.2. Telephone 2.3. Notebook 2.4. Writing materials 2.5. Computer with Internet connection
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1. Demonstration with oral questioning 3.2. Interview 3.3. Written test 3.4. Third-party report
<p>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1. Competency may be assessed individually in the actual workplace or through an accredited institution

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

UNIT CODE : **400311211**

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

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

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

RANGE OF VARIABLES

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

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Worked in a team to complete workplace activity 1.2. Worked effectively with others 1.3. Conveyed information in written or oral form 1.4. Selected and used appropriate workplace language 1.5. Followed designated work plan for the job
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2. Materials relevant to the proposed activity or tasks
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1. Role play involving the participation of individual member to the attainment of organizational goal 3.3. Case studies and scenarios as a basis for discussion of issues and strategies in teamwork 3.4. Socio-drama and socio-metric methods 3.5. Sensitivity techniques 3.6. Written Test
<p>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1. Competency may be assessed in workplace or in a simulated workplace setting 4.2. Assessment shall be observed while task are being undertaken whether individually or in group

UNIT OF COMPETENCY : SOLVE/ADDRESS GENERAL WORKPLACE PROBLEMS

UNIT CODE : 400311212

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

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

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

RANGE OF VARIABLES

VARIABLE	RANGE
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<p>1. Problems/Procedural Problem</p>	<p>May include:</p> <ul style="list-style-type: none"> 1.1 Routine/non – routine processes and quality problems 1.2 Equipment selection, availability and failure 1.3 Teamwork and work allocation problem 1.4 Safety and emergency situations and incidents 1.5 Work-related problems outside of own work area
<p>2. Appropriate person</p>	<p>May include:</p> <ul style="list-style-type: none"> 2.1 Supervisor or manager 2.2 Peers/work colleagues 2.3 Other members of the organization
<p>3. Document</p>	<p>May include:</p> <ul style="list-style-type: none"> 3.1 Electronic mail 3.2 Briefing notes 3.3 Written report 3.4 Evaluation report
<p>4. Plan</p>	<p>May include:</p> <ul style="list-style-type: none"> 4.1 Priority requirements 4.2 Co-ordination and feedback requirements 4.3 Safety requirements 4.4 Risk assessment 4.5 Environmental requirements

EVIDENCE GUIDE

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

UNIT OF COMPETENCY : DEVELOP CAREER AND LIFE DECISIONS

UNIT CODE : 400311213

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

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

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

RANGE OF VARIABLES

VARIABLE	RANGE
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1. Self-management strategies	<p>May include:</p> <ul style="list-style-type: none"> 1.1 Seeking assistance in the form of job coaching or mentoring 1.2 Continuing dialogue to tackle workplace grievances 1.3 Collective negotiation/bargaining for better working conditions 1.4 Share your goals to improve with a trusted co-worker or supervisor 1.5 Make a negativity log of every instance when you catch yourself complaining to others 1.6 Make lists and schedules for necessary activities
2. Unpleasant situation	<p>May include:</p> <ul style="list-style-type: none"> 2.1 Job burn-out 2.2 Drug dependence 2.3 Sulking

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Express emotions appropriately 1.2 Work independently and show initiative 1.3 Consistently demonstrate self-confidence and self-discipline
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1. Access to workplace and resources 2.2. Case studies
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1. Demonstration or simulation with oral questioning 3.2. Case problems involving work improvement and sustainability issues 3.3. Third-party report
4. Context for Assessment	<ul style="list-style-type: none"> 4.1. Competency assessment may occur in workplace or any appropriately simulated environment

UNIT OF COMPETENCY : **CONTRIBUTE TO WORKPLACE INNOVATION**

UNIT CODE : **400311214**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to make a pro-active and positive contribution to workplace innovation.

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

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

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

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

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Identified opportunities to do things better. 1.2 Discussed and developed ideas with others on how to contribute to workplace innovation. 1.3 Integrated ideas for change in the workplace. 1.4 Analyzed and reported rooms for innovation and learning in the workplace.</p>
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <p>2.1 Pens, papers and writing implements. 2.2 Cartolina. 2.3 Manila papers.</p>
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <p>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.</p>
<p>4. Context for Assessment</p>	<p>4.1 Competency may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions.</p>

UNIT OF COMPETENCY : PRESENT RELEVANT INFORMATION

UNIT CODE : 400311215

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes
: Required to present data/information appropriately.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Gather data/information	1.1 Evidence, facts and information are collected 1.2 Evaluation, terms of reference and conditions are reviewed to determine whether data/information falls within project scope	1.1 Organisational protocols 1.2 Confidentiality 1.3 Accuracy 1.4 Business mathematics and statistics 1.5 Data analysis techniques/procedures 1.6 Reporting requirements to a range of audiences 1.7 Legislation, policy and procedures relating to the conduct of evaluations 1.8 Organisational values, ethics and codes of conduct	1.1 Describing organisational protocols relating to Patient liaison 1.2 Protecting confidentiality 1.3 Describing accuracy 1.4 Computing business mathematics and statistics 1.5 Describing data analysis techniques/procedures 1.6 Reporting requirements to a range of audiences 1.7 Stating legislation, policy and procedures relating to the conduct of evaluations 1.8 Stating organisational values, ethics and codes of conduct
2. Assess gathered data/information	2.1 Validity of data/information is assessed 2.2 Analysis techniques are applied to assess data/information. 2.3 Trends and anomalies are identified 2.4 Data analysis	2.1 Business mathematics and statistics 2.2 Data analysis techniques/procedures 2.3 Reporting requirements to a range of audiences 2.4 Legislation,	2.1 Computing business mathematics and statistics 2.2 Describing data analysis techniques/procedures 2.3 Reporting requirements to a range of audiences

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

RANGE OF VARIABLES

VARIABLES	RANGE
1. Data analysis techniques	<p>May include:</p> <p>1.1. Domain analysis</p> <p>1.2. Content analysis</p> <p>1.3. Comparison technique</p>

EVIDENCE GUIDE

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

UNIT OF COMPETENCY	: PRACTICE OCCUPATIONAL SAFETY AND HEALTH POLICIES AND PROCEDURES
UNIT CODE	: 400311216
UNIT DESCRIPTOR	: This unit covers the knowledge, skills and attitudes required to identify OSH compliance requirements, prepare OSH requirements for compliance, perform tasks in accordance with relevant OSH policies and procedures

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify OSH compliance requirements	1.1 Relevant OSH requirements, regulations, policies and procedures are identified in accordance with workplace policies and procedures 1.2 OSH activity non-conformities are conveyed to appropriate personnel 1.3 OSH preventive and control requirements are identified in accordance with OSH work policies and procedures	1.1. OSH preventive and control requirements 1.2. Hierarchy of Controls 1.3. Hazard Prevention and Control 1.4. General OSH principles 1.5. Work standards and procedures 1.6. Safe handling procedures of tools, equipment and materials 1.7. Standard emergency plan and procedures in the workplace	1.1. Communication skills 1.2. Interpersonal skills 1.3. Critical thinking skills 1.4. Observation skills

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Prepare OSH requirements for compliance	2.1 OSH work activity material, tools and equipment requirements are identified in accordance with workplace policies and procedures 2.2. Required OSH materials, tools and equipment are acquired in accordance with workplace policies and procedures 2.3. Required OSH materials, tools and equipment are arranged/ placed in accordance with OSH work standards	2.1. Resources necessary to execute hierarchy of controls 2.2. General OSH principles 2.3. Work standards and procedures 2.4. Safe handling procedures of tools, equipment and materials 2.5. Different OSH control measures	2.1. Communication skills 2.2. Estimation skills 2.3. Interpersonal skills 2.4. Critical thinking skills 2.5. Observation skills 2.6. Material, tool and equipment identification skills
3. Perform tasks in accordance with relevant OSH policies and procedures	3.1 Relevant OSH work procedures are identified in accordance with workplace policies and procedures 3.2 Work Activities are executed in accordance with OSH work standards 3.3 Non-compliance work activities are reported to <i>appropriate personnel</i>	3.1. OSH work standards 3.2. Industry related work activities 3.3. General OSH principles 3.4. OSH Violations Non-compliance work activities	3.1 Communication skills 3.2 Interpersonal skills 3.3 Troubleshooting skills 3.4 Critical thinking skills 3.5 Observation skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. OSH Requirements, Regulations, Policies and Procedures	<p>May include:</p> <ul style="list-style-type: none"> 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Permit to Operate 1.6 Philippine Occupational Safety and Health Standards 1.7 Department Order No. 13 (Construction Safety and Health) 1.8 ECC regulations
2. Appropriate Personnel	<p>May include:</p> <ul style="list-style-type: none"> 2.1 Manager 2.2 Safety Officer 2.3 EHS Offices 2.4 Supervisors 2.5 Team Leaders 2.6 Administrators 2.7 Stakeholders 2.8 Government Official 2.9 Key Personnel 2.10 Specialists 2.11 Himself
3. OSH Preventive and Control Requirements	<p>May include:</p> <ul style="list-style-type: none"> 3.1 Resources needed for removing hazard effectively 3.2 Resources needed for substitution or replacement 3.3 Resources needed to establishing engineering controls 3.4 Resources needed for enforcing administrative controls 3.5 Personal Protective equipment

<p>4. Non OSH- Compliance Work Activities</p>	<p>May include non-compliance or observance of the following safety measures:</p> <ul style="list-style-type: none">4.1 Violations that may lead to serious physical harm or death4.2 Fall Protection4.3 Hazard Communication4.4 Respiratory Protection4.5 Power Industrial Trucks4.6 Lockout/Tag-out4.7 Working at heights (use of ladder, scaffolding)4.8 Electrical Wiring Methods4.9 Machine Guarding4.10 Electrical General Requirements4.11 Asbestos work requirements4.12 Excavations work requirements
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EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Convey OSH work non-conformities to appropriate personnel 1.2. Identify OSH preventive and control requirements in accordance with OSH work policies and procedures 1.3. Identify OSH work activity material, tools and equipment requirements in accordance with workplace policies and procedures 1.4. Arrange/Place required OSH materials, tools and equipment in accordance with OSH work standards 1.5. Execute work activities in accordance with OSH work standards 1.6. Report OSH activity non-compliance work activities to appropriate personnel
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ol style="list-style-type: none"> 2.1 Facilities, materials tools and equipment necessary for the activity
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ol style="list-style-type: none"> 3.1 Observation/Demonstration with oral questioning 3.2 Third party report
<p>4. Context for Assessment</p>	<ol style="list-style-type: none"> 4.1 Competency may be assessed in the work place or in a simulated work place setting

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

UNIT CODE : **400311217**

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

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify the efficiency and effectiveness of resource utilization	1.1 Required resource utilization in the workplace is measured using appropriate techniques 1.2 Data are recorded in accordance with workplace protocol 1.3 Recorded data are compared to determine the efficiency and effectiveness of resource utilization according to established <i>environmental work procedures</i>	1.1. Importance of Environmental Literacy 1.2. Environmental Work Procedures 1.3. Waste Minimization 1.4. Efficient Energy Consumptions	1.1 Recording Skills 1.2 Writing Skills 1.3 Innovation Skills

<p>2. Determine causes of inefficiency and/or ineffectiveness of resource utilization</p>	<p>2.1 Potential causes of inefficiency and/or ineffectiveness are listed</p> <p>2.2 Causes of inefficiency and/or ineffectiveness are identified through deductive reasoning</p> <p>2.3 Identified causes of inefficiency and/or ineffectiveness are validated through established environmental procedures</p>	<p>2.1 Causes of environmental inefficiencies and ineffectiveness</p>	<p>2.1 Deductive Reasoning Skills</p> <p>2.2 Critical thinking</p> <p>2.3 Problem Solving</p> <p>2.4 Observation Skills</p>
<p>3. Convey inefficient and ineffective environmental practices</p>	<p>3.1 Efficiency and effectiveness of resource utilization are reported to appropriate personnel</p> <p>3.2 Concerns related resource utilization are discussed with appropriate personnel</p> <p>3.3 Feedback on information/ concerns raised are clarified with appropriate personnel</p>	<p>3.1 Appropriate Personnel to address the environmental hazards</p> <p>3.2 Environmental corrective actions</p>	<p>3.1 Written and Oral Communication Skills</p> <p>3.2 Critical thinking</p> <p>3.3 Problem Solving</p> <p>3.4 Observation Skills</p> <p>3.5 Practice Environmental Awareness</p>

RANGE OF VARIABLES

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

EVIDENCE GUIDE

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

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

UNIT CODE : **400311218**

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

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

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Communicate entrepreneurial workplace best practices	2.1 Observed good practices relating to workplace operations are communicated to <i>appropriate person.</i> 2.2 Observed quality procedures and practices are communicated to appropriate person 2.3 Cost-conscious habits in resource utilization are communicated based on industry standards.	2.1 Workplace best practices, policies and criteria 2.2 Resource Utilization 2.3 Ways in fostering entrepreneurial attitudes: <ul style="list-style-type: none"> ● Patience ● Honesty ● Quality-consciousness ● Safety-consciousness ● Resourcefulness 	2.1 Communication skills 2.2 Complying with quality procedures 2.3 Following workplace communication protocol
3. Implement cost-effective operations	3.1 Preservation and optimization of workplace resources is implemented in accordance with enterprise policy 3.2 Judicious use of workplace tools, equipment and materials are observed according to manual and work requirements. 3.3 Constructive contributions	3.1 Optimization of workplace resources 3.2 5S procedures and concepts 3.3 Criteria for cost-effectiveness 3.4 Workplace productivity 3.5 Impact of entrepreneurial mindset to workplace productivity 3.6 Ways in fostering entrepreneurial attitudes:	3.1 Implementing preservation and optimizing workplace resources 3.2 Observing judicious use of workplace tools, equipment and materials 3.3 Making constructive contributions to office operations 3.4 Sustaining ability to work within allotted time and finances

	<p>to office operations are made according to enterprise requirements.</p> <p>3.4 Ability to work within one's allotted time and finances is sustained.</p>	<ul style="list-style-type: none"> • Quality-consciousness • Safety-consciousness 	
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RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Demonstrated ability to identify and sustain cost-effective activities in the workplace</p> <p>1.2 Demonstrated ability to practice entrepreneurial knowledge, skills and attitudes in the workplace.</p>
2. Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Simulated or actual workplace</p> <p>2.2 Tools, materials and supplies needed to demonstrate the required tasks</p> <p>2.3 References and manuals</p> <p>2.3.1 Enterprise procedures manuals</p> <p>2.3.2 Company quality policy</p>
3. Methods of Assessment	<p>Competency in this unit should be assessed through:</p> <p>3.1 Interview</p> <p>3.2 Third-party report</p>

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
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COMMON COMPETENCIES

UNIT OF COMPETENCY : **APPLY WAREHOUSING, DISTRIBUTION OPERATIONS AND WORKPLACE PROCEDURES**

UNIT CODE : **AB-TLS1381100832201**

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to identify major areas of the workplace in terms of workload, Organize and accept responsibility for assigned workload, Apply ethical practices, Plan and organize an assigned daily routine

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify major areas of the workplace	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 of the workplace and the relationship of structure to each occupation and classification grouping is outlined 1.3 Individual responsibilities under industrial agreements are identified and acted on in the conduct of assigned duties 1.4 Workplace hazards are identified and related hazard minimization procedures followed 1.5 Relevant personal protective equipment (PPE) are identified and correctly used in accordance with regulations and workplace	1.1 Workplace procedures and standards and duty of care requirements including OH&S and environmental protection responsibilities 1.2 Conditions of service including: employer and employee obligations, employment contract, OS&H and other regulations 1.3 Workplace structures and the roles and responsibilities of team/group members 1.4 Site or workplace layout 1.5 Emergency procedures 1.6 Workplace hazards and related hazard minimization procedures 1.7 Personal protective equipment and instructions of its use	1.1 Communicating effectively with others when completing workplace orientation and induction procedures 1.2 Reading and interpreting instructions, procedures, information and signs relevant to work activities 1.3 Interpreting and following operational instructions and prioritize work 1.4 Working collaboratively with others when completing workplace orientation and induction procedures 1.5 Applying precautions and required action to minimize, control or eliminate hazards that may

	<p>requirements</p> <p>1.7 Workplace emergency procedures are identified and followed in real and simulated emergency situation</p>		<p>exist during work activities</p> <p>1.6 Working systematically with required attention to detail without injury to self or others, or damage to goods or equipment</p> <p>1.7 Identifying and correctly using equipment, processes and procedures</p> <p>1.8 Selecting and using required personal protective equipment conforming to industry and OS&H standards</p>
<p>2. Organize and accept responsibility for assigned workload</p>	<p>2.1 Priorities, schedules and deadlines are established in consultation with concerned parties</p> <p>2.2 Work activities are planned and progress of work</p>	<p>2.1 Ways of establishing priorities and deadlines</p> <p>2.2 Work planning and method of communicating work progress to others</p>	<p>2.1 Establishing priorities and deadlines</p> <p>2.2 Planning and communicating work progress to others</p> <p>2.3 Completing work to the expected standard in the</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Workplace procedures	May include: 1.1 Company procedures 1.2 GWP and GDP policy 1.3 Enterprise procedures 1.4 Organizational procedures 1.5 Established departmental procedures 1.6 Work Procedure / Processes Flow
2. Hazards	May include: 2.1 Vehicular traffic and pedestrians 2.2 Uneven ground, steps, road surfaces, work surfaces 2.3 Dust and vapors 2.4 Hazardous or dangerous materials 2.5 Humidity, air temperature and radiant heat 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. Instructions/information	May include: 4.1 Workplace procedures, checklists and instructions 4.2 Operations manuals 4.3 Induction/orientation documentation 4.4 Competency standards and training materials 4.5 Job specification, site/workplace map and details of organization structure 4.6 Conditions of service, relevant legislation, regulations and related documentation 4.7 Award, enterprise bargaining agreement, other industrial arrangements 4.8 Relevant codes of practice including the national standards for manual handling and the industry safety code 4.9 Supplier and/or client instructions 4.10 Manifests, bar codes, goods and container identification

	<ul style="list-style-type: none"> 4.11 Goods identification numbers and codes 4.12 Manufacturers specifications 4.13 Material safety data sheets 4.14 Quality assurance procedures 4.15 Emergency procedures 4.16 Accident procedures 4.17 Security procedures
5. Appropriate personnel	<p>May include:</p> <ul style="list-style-type: none"> 5.1 Managers 5.2 Supervisors/team leaders 5.3 Workplace personnel 5.4 Contractors 5.5 Official representatives 5.6 Union representatives 5.7 Industrial relations 5.8 OH&S specialists 5.9 Other professional or technical staff

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Identified the layout of the workplace, the flow of materials and goods (where relevant) 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 communicated progress of work to others whose personal work plans and timelines may be affected 1.4 Completed work to the standard expected in the workplace and in accordance with any guidelines, directions or instructions/information 1.5 Identified and followed workplace procedures, regulations and legislation appropriate to the position 1.6 Applied appropriate codes of acceptable and ethical work practices 1.7 Planned daily routine to take into account rosters, industrial agreements and workplace procedures 1.8 Applied appropriate codes of acceptable and ethical work practices
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 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	<p>Competency in this unit must be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written test 3.2 Direct observation and oral questioning 3.3 Interview

<p>4. Context of Assessment</p>	<p>4.1 Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor</p> <p>4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines</p>
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UNIT OF COMPETENCY : **PERFORM INDUSTRY CALCULATION IN WAREHOUSING AND DISTRIBUTION OPERATIONS**

UNIT CODE : **AB-TLS1381100832202**

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Carry out calculations	1.1 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 four basic processes of addition, subtraction, multiplication and division or any appropriate 1.3 Calculations involving fractions, percentages and mixed numbers, and using the four basic processes, are performed as required to complete workplace procedures 1.4 The functions of a calculator, numeric keypad or	1.1 Basic mathematical operations and techniques 1.2 Ways of representing basic mathematical information 1.3 Procedures for identifying and using relevant workplace technology when carrying out workplace calculations 1.4 Typical mathematical problems, and appropriate action and solutions 1.5 Functions and use of calculator, numeric keypads, and computer	1.1 Counting of items singly and in batches and storing numerically as required in workplace tasks 1.2 Performing needed calculations to complete work tasks using the four basic processes of addition, subtraction, multiplication and division 1.3 Performing calculations involving fractions, percentages and mixed numbers, and using the four basic processes 1.4 Communicating effectively with others when carrying out basic workplace calculations 1.5 Checking and correcting numerical information for accuracy 1.6 Reading and interpreting,

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
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	<p>computer are used to perform mathematical operations</p> <p>1.5 Numerical information is self-checked and corrected for accuracy</p>		<p>instructions procedures and information relevant to basic workplace calculations</p> <p>1.7 Using calculators, numeric keypads and computer</p>
2. Prepare estimates	<p>2.1 Quantities of materials and resources required to complete a work task are estimated</p> <p>2.2 Accurate estimates for work completion are made</p>	<p>2.1 Knowledge, Theory Application, Systems Operation</p> <p>2.2 Techniques of estimating quantities of materials and resources</p> <p>2.3 Techniques for making an accurate estimate of completing a particular work/activity</p> <p>2.4 Communication</p>	<p>2.1 Estimating quantities of materials and resources required to complete a work task</p> <p>2.2 Making accurate estimates for work completion</p> <p>2.3 Communicating effectively with others when carrying out basic workplace calculations</p> <p>2.4 Completing documentation</p> <p>2.5 Working systematically with required attention to detail</p>
3 Interpret graphical representations of mathematical information	<p>3.1 Information represented in symbols, diagrams, logos and pictorial representations are recognized, interpreted and acted upon in workplace task</p>	<p>3.1 Methods of interpreting, recognizing and representing, information in symbols, diagrams, logos, pictorial representations and other visual materials</p>	<p>3.1 Recognizing, information represented in symbols, diagrams, pictorial representations and other visual materials</p> <p>3.2 Interpreting information represented in symbols, diagrams, pictorial representations and other visual materials</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Calculations	May involve: 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. Workplace procedures	May include: 2.1 Company procedures 2.2 GWP and GDP Policy 2.3 Enterprise procedures 2.4 Organizational procedures 2.5 Established procedures
3. Mathematical operations	May include: 3.1 Multiplication 3.2 Division 3.3 Addition 3.4 Subtraction 3.5 Fraction 3.6 Percentages 3.7 Ratio and proportion 3.8 Conversion

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Performed calculations involving fractions, percentages and mixed numbers using the four basic processes as required to complete workplace procedures</p> <p>1.2 Made accurate estimates to complete assigned work/activities</p> <p>1.3 Recognized, interpreted and acted upon information represented in symbols, diagrams and pictorial representations in workplace task</p>
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <p>2.1 Workplace location</p> <p>2.2 Materials relevant to the unit of competency</p> <p>2.3 Technical plans, drawings and specifications relevant to the activities</p>
<p>3. Methods of Assessment</p>	<p>Competency in this unit must be assessed through:</p> <p>3.1 Written test</p> <p>3.2 Direct observation and oral questioning</p> <p>3.3 Demonstration with questioning</p> <p>3.4 Interview</p>
<p>4. Context of Assessment</p>	<p>4.1 Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor</p> <p>4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines</p>

UNIT OF COMPETENCY : PERFORM WORKPLACE SECURITY AND SAFETY

UNIT CODE : TRS311204

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to follow security procedures in the warehouse and distribution industries. It includes checking and maintaining the security of goods, parcels, and cargos, identifying security threats or situations, and responding to a security threat or situation

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1 Maintain security of stocks, goods and cargo	1.1 Stocks, goods and cargo are secured within specified locations in accordance with workplace security procedures and applicable security regulations 1.2 Seals, tamper proof packaging, locks and other security measures on goods or cargo are checked and maintained in accordance with workplace safety and security procedures 1.3 Signs of pillaging, theft and interference are recognized and reported in accordance with workplace security procedures 1.4 Signs of suspicious goods and cargo are recognized and reported promptly	1.1 Applicable transport security legislation including relevant international, national laws, regulations, codes and/or guidelines 1.2 Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies 1.3 Relevant quarantine and bond regulations and requirements 1.4 Relevant OS&H and environmental protection procedures and guidelines 1.5 Common security threats and incidents that may occur and related roles and responsibilities of personnel when reporting them and responding to them	1.1 Communicating effectively with concerned parties when following security procedures 1.2 Reading and interpreting instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace safety and security 1.3 Completing required documentation and reports related to safety

<p>2 Identify a security threat or situation</p>	<p>2.1 Security threat or situation is promptly identified and assessed and response is prioritized in accordance with the workplace security program and procedures</p> <p>2.2 Implications of the security threat or situation are evaluated in accordance with workplace security program and procedures</p>	<p>2.1 Applicable transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines</p> <p>2.3 Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies</p> <p>2.4 Relevant quarantine and bond regulations and requirements</p> <p>2.5 Relevant OS&H and environmental protection procedures and guidelines</p> <p>2.6 Common security threats and incidents that may occur in the workplace and related roles and responsibilities of personnel when reporting them and responding to them</p> <p>2.7 Signs of pillaging, theft and interference with goods, cargo and mail</p> <p>2.8 Common security problems that may occur when carrying out operations in the transport and logistics</p>	<p>2.1 Identifying and solving and/or reporting problems that arise when following security procedures</p> <p>2.2 Recognizing signs of pillage, theft and interference with stocks and goods</p> <p>2.3 Recognizing signs of security threats and situations</p>
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		industries, and action that can be taken to address and resolve the problems	
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<p>3 Respond to a security threat or situation</p>	<p>3.1 Response to an identified security threat or situation is in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan</p> <p>3.2 Security threats or incidents are handled appropriately in accordance with established response plan and within limits of responsibility using available communications in the work area</p>	<p>3.1 Common security problems that may occur when carrying out operations in the workplace and action that can be taken to address and resolve the problems</p> <p>3.2 Relevant documentation and reporting requirements</p>	<p>3.1 Completing required documentation and reports related to security procedures</p> <p>3.2 Working collaboratively with others when following security procedures</p> <p>3.3 Modifying activities depending on differing workplace contexts risk situations and environments</p> <p>3.4 Applying security programs and procedures in response to identified security threats</p> <p>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</p>
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Security measures	May include: <ul style="list-style-type: none"> 1.1 security guards at access points and gates to secured areas 1.2 locked doors, gates and fences 1.3 use of personal electronic access cards 1.4 recording of carrier and vehicle registration details at gates and checkpoints 1.5 bag check points 1.6 escorts for visitors in restricted areas 1.7 access control in and out of restricted security areas 1.8 use of ID cards 1.9 video surveillance equipment 1.10 X-ray screening of baggage, cargo and goods 1.11 explosives trace detection (ETD) screening of passengers, baggage, cargo and goods 1.12 screening of passengers using hand-held and walk through magnetometers
2. Workplace security procedures	May include: <ul style="list-style-type: none"> 2.1 Established security procedures 2.2 Standard operating procedures 2.3 Company procedures 2.4 Enterprise procedures 2.5 Organizational procedures
3. Communications	May include: <ul style="list-style-type: none"> 3.1 Phone 3.2 Radio 3.3 Fax 3.4 Email 3.5 Electronic data transfer (EDI) 3.6 Internet 3.7 Oral, aural or signed communications

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Secured goods and stocks in accordance with workplace security procedures and applicable security regulations</p> <p>1.2 Checked and maintained seals, tamper proof packaging, locks and other security measures on goods or cargo in accordance with workplace security procedures</p> <p>1.3 Identified and assessed security threat or situation in accordance with the workplace security program and procedures</p> <p>1.4 Responded to an identified security threat or situation in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan</p> <p>1.5 Handled appropriately any security threats or incidents in accordance with established response plan and within limits of responsibility</p>
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <p>2.1 Workplace location</p> <p>2.2 Materials relevant to the unit of competency</p> <p>2.3 Technical plans, drawings and specifications relevant to the activities</p>
<p>3. Methods of Assessment</p>	<p>Competency in this unit must be assessed through:</p> <p>3.1 Written test</p> <p>3.2 Direct observation and oral questioning</p> <p>3.3 Demonstration with questioning</p> <p>3.4 Interview</p>
<p>4. Context of Assessment</p>	<p>4.1 Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor</p> <p>4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines</p>

UNIT OF COMPETENCY : PROVIDE EFFECTIVE CUSTOMER SERVICE

UNIT CODE : LOG432203

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Deal with customer inquiries	1.1 Customer inquiries are dealt with courteously and efficiently both by phone and face to face 1.2 Questions are used to clarify the customer's needs or concerns 1.3 Assistance from other staff is sought when a customer's inquiry cannot be fully answered 1.4 Knowledge of products, services and/or operations is used to answer customer queries or to respond to customers' needs	1.1 Techniques in dealing with Customer inquiries both by phone and face to face 1.2 Relevant OH&S and environmental procedures and regulations 1.3 Workplace procedures relevant to work activities 1.4 Customer service policies and procedures 1.5 Products and/or services provided by the workplace concerned 1.6 Types of operations carried out in the workplace concerned	1.1 Dealing with customer inquiries courteously and efficiently both by phone and face to face 1.2 Seeking assistance from other staff when a customer's inquiry cannot be fully answered 1.3 Communicating effectively with others when providing customer service, including the use of telephone techniques 1.4 Handling customer queries and complaints

<p>2. Monitor customer satisfaction</p>	<p>2.1 Customer requirements are dealt with according to workplace procedures</p> <p>2.2 Appropriate feedback is provided to managers and internal and/or external customers</p> <p>2.3 Customer inquiries and associated action are recorded and reported in accordance with workplace procedures</p>	<p>2.1 Ways of dealing with Customer requirements</p> <p>2.2 Appropriate methods of providing feedback to managers and internal and/or external customers</p> <p>2.3 Ways of recording customer inquiries and associated action</p> <p>2.4 Sources of information and documentation needed to assess customer satisfaction</p>	<p>2.1 Providing appropriate feedback to managers and internal and/or external customers</p> <p>2.2 Recording and reporting customer inquiries and associated action</p> <p>2.3 Completing documentation related to the provision of customer service</p> <p>2.4 Writing simple reports and records of inquiries</p>
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RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Dealt with customer inquiries courteously and efficiently both by phone and face to face 1.2 Used knowledge of products, services and/or operations to answer customer queries or to respond to customers' needs 1.3 Provided appropriate feedback to managers and internal and/or external customers 1.4 Recorded and reported customer inquiries and associated action are in accordance with workplace 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 MUST 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 may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor 4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines

UNIT OF COMPETENCY : CONTRIBUTE TO QUALITY SYSTEMS

UNIT CODE : LOG432204

This unit involves the skills and knowledge required to contribute quality procedures within work activities. It includes

UNIT DESCRIPTOR : applying quality concepts to work, planning and evaluating improvements in work processes and implementing improvements confirmed through tests and evaluation.

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
			procedures and standards
2. Test and evaluate improvements	2.1 Improvements to work processes are tested and evaluated 2.2 Evaluation of improvements to work processes are checked for improvement outcomes and compliance with workplace requirements	2.1 Methods of testing and evaluating improvements to work processes 2.2 Steps and procedures of checking for improvement outcomes and compliance with workplace requirements 2.3 Typical quality-related problems that may arise in work operations and products, and related options for action and solutions	2.1 Testing Improvements to work processes 2.2 Evaluating improvements to work processes 2.3 Checking for improvement outcomes and compliance with workplace requirements 2.4 Reporting and/or rectifying any identified quality- related problems in accordance with workplace procedure s
3. Implement improvements	3.1 Improvement initiatives tested and confirmed as successful are implemented in accordance with enterprise procedures 3.2 Work is completed in accordance with workplace procedure	3.1 Methods of implementing a tested and confirmed Improvement initiative 3.2 Ways of completing work in accordance with workplace procedure 3.3 Workplace quality assurance and improvement principles and procedures 2.4 Impact of job on enterprise and individual performance	3.1 Implementing a successful tested and confirmed Improvement initiative in accordance with enterprise procedures 3.2 Completing work in accordance with workplace procedure 3.3 Completing documentation related to quality procedures and standards 2.5 Reporting and/or rectifying any identified quality- related

			problems in accordance with workplace procedures
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RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Completed work in accordance with workplace standards as defined in enterprise policies and procedures 1.2 Applied basic quality concepts to work activities 1.3 Tested and evaluated improvements to work processes 1.4 Checked evaluation of improvements for outcomes and compliance with workplace requirements 1.5 Implemented the tested and confirmed improvement initiatives in accordance with enterprise procedures
2. Resource Implications	The following resources should be provided: 2.1 Workplace location 2.2 Materials 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

<p>4. Context of Assessment</p>	<p>4.1 Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor</p> <p>4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines</p>
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UNIT OF COMPETENCY : FOLLOW SPECIFICATION AND MANUAL OF INSTRUCTIONS WHEN STORING AND DISTRIBUTING PRODUCTS/PARCELS

UNIT CODE : AB-TLS1381100832206

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to follow specification and manual of instructions when storing products/parcels. It includes identifying and categorizing products, matching products to locations based on specified criteria, and assisting individuals to solve stock identification and location problems.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify and categorize products/parcels	1.1 Products are identified and categorized in terms of specified criteria in accordance with workplace procedures 1.2 Parcels are segregated based on location and classification 1.3 Parcels are processed based on the handling requirements	1.1 Techniques of identifying and categorizing products or parcels in terms of specified criteria and in accordance with workplace procedures 1.2 Re-ordering procedures and just- in-time planning principles 1.3 Requirements for workplace documentation, inventory systems and records 1.4 Sources of product information 1.5 Types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition /state goods	1.1 Identifying and categorizing products or parcels in terms of specified criteria in accordance with workplace procedures 1.2 Using labels, inventory systems and other information sources to assist in the identification of products, handling and storage requirements

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Match products/parcels to locations based on specified criteria	<p>2.1 Locations for products are determined based on specified criteria</p> <p>2.2 Labels, inventory systems and other information sources are used to assist in the identification of products, handling and storage requirements</p>	<p>2.1 Ways of determining locations for products based on specified criteria</p> <p>2.2 Techniques of using labels, inventory systems and other information sources to assist in the identification of products, handling and storage requirements</p> <p>2.3 Information on various categories or groups of products including their key characteristics and hazards, and the special handling, stacking, and storage requirements for each</p> <p>2.4 Product sources,</p> <p>2.5 destinations and potential problems</p>	<p>2.1 Determining locations for products based on specified criteria</p> <p>2.2 Using information on products/stock to determine, plan and organize processes used for receiving, storage, goods movement, dispatch, stock levels, and re-ordering processes</p>

<p>3. Assist co-workers to solve stock identification and location problems</p>	<p>3.1 New stock items are identified and particular product information is brought to the attention of relevant worker</p> <p>3.2 Co-workers are assisted with routine and non-routine stock enquiries with actions taken to update information of products for relevant personnel</p> <p>3.3 Co-workers are encouraged to maintain and build product knowledge through accessing product information and the application of problem solving and information analysis skills</p>	<p>3.1 Ways of identifying new stock items and bringing particular product information to the attention of relevant personnel</p> <p>3.2 Methods of locating and assimilating information relevant to the product</p> <p>3.3 Techniques of accessing product information and the application of problem solving and information analysis skills</p>	<p>3.1 Identifying new stock items and particular product information is brought to the attention of relevant workers</p> <p>3.2 Assisting co-workers with routine and non-routine stock enquiries</p> <p>3.3 Updating information of products for relevant co-workers</p> <p>3.4 Encouraging co-workers to maintain and build product knowledge</p>
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Workplace procedures	May include: 1.1 Established security procedures 1.2 Standard operating procedures 1.3 Company procedures 1.4 Enterprise procedures 1.5 Organizational procedures
2. Products	May include: 2.1 small parts 2.2 perishable goods 2.3 overseas export goods 2.4 refrigerated products 2.5 Special handling goods 2.6 Storage goods 2.7 Packaging goods 2.8 Temperature controlled stocks 2.9 Dangerous goods
3. Labels	May include: 3.1 Batch code 3.2 Bar code 3.3 Identification numbering systems 3.4 Serial numbers 3.5 Symbols for safe handling

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Identified products and categorized in terms of specified criteria in accordance with workplace procedures 1.2 Locations for products are determined based on specified criteria 1.3 Used labels, inventory systems, and other information sources to assist in the identification of products, handling, and storage requirements 1.4 Assisted co-workers with routine and non-routine stock enquiries with actions taken to update information of products for relevant personnel
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

<p>3. Methods of Assessment</p>	<p>Competency in this unit must be assessed through:</p> <p>3.1 Written test</p> <p>3.2 Direct observation and oral questioning</p> <p>3.3 Demonstration with questioning</p> <p>3.4 Interview</p>
<p>4. Context of Assessment</p>	<p>4.1 Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor</p> <p>4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines</p>

UNIT OF COMPETENCY : MAINTAIN AND USE MATERIAL HANDLING EQUIPMENT

UNIT CODE : AB-TLS1381100832207

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to Maintain and use of Materials Handling Equipment in accordance with workplace requirements. It includes selecting and using equipment and hand tools to complete workplace tasks, maintaining basic equipment and hand tools in accordance with manufacturer’s instructions, and securing and storing hand tools in accordance with workplace procedures.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Select and use materials handling equipment	1.1 Correct material handling equipment for work to be carried out are chosen to complete workplace tasks and to ensure efficient and safe working conditions 1.2 Appropriate personal protective equipment is used to minimize the risk of personal injury 1.3 PPEs are properly cleaned and maintained based on the company procedures	1.1 Proper ways/techniques of using different types of hand material handling equipment 1.2 OH&S and environmental procedures and regulations relevant to the use of hand tools 1.3 Workplace procedures and policies for the use and maintenance of hand tools 1.4 Problems that can occur when using and maintaining hand tools and related action that should be taken	1.1 Choosing the correct materials handling equipment for work to be carried out to complete workplace tasks and to ensure efficient and safe working conditions 1.2 Using appropriate personal protective equipment to minimize the risk of personal injury 1.3 Reporting and/or rectifying any identified problems, faults or malfunctions when maintaining and using hand tools in accordance with regulatory requirements and workplace procedures

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Maintain equipment and hand tools	2.1 Equipment and hand tools are cleaned and maintained in accordance with manufacturer's specifications and/or local instructions to ensure correct functionality of equipment and hand tools. 2.2 Any unserviceable equipment and tools are reported to relevant personnel to ensure correct functionality 2.3 Equipment and tools are kept and secured based on the company policy and standards	2.1 Ways of cleaning and maintaining of equipment and hand tools 2.2 Workplace procedures and policies for the use and maintenance of equipment and hand tools 2.3 Problems that can occur when using and maintaining equipment and hand tools related action that should be taken	2.4 Cleaning and maintaining equipment and hand tools. 2.1 Reporting any unserviceable equipment and tools to relevant personnel to ensure correct functionality. 2.2 Communicating effectively with others when maintaining and using equipment and hand tools 2.3 Reading and interpreting instructions, procedures, information, and signs relevant to the maintenance and use of equipment and hand tools
3. Secure equipment and store hand tools	4.1 Equipment are stored in its identified storage area 4.2 Tools are transported in a safe, secure, efficient manner to minimize risk of injury to personnel and damage to equipment 4.3 Tools and materials are stored and secured according to manufacturer's or workplace procedures to prevent damage to,	3.1 Procedures in storing equipment 3.2 Procedure of transporting tools in a safe, secure, efficient manner to minimize risk of injury to personnel and damage to equipment 3.3 Ways of storing and securing tools 3.4 Workplace documentation and records requirements	3.1 Equipment storing procedure 3.2 Transporting tools in a safe, secure, efficient manner to minimize risk of injury to personnel and damage to equipment 3.3 Storing and securing tools according to manufacturer's or workplace procedures 3.4 Making documentation and recording of tools and equipment as required in the workplace

	and losses of, equipment		
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Personal Protective Equipment (PPE)	May include: 1.1 Reflectorized (high visibility) clothing 1.2 Sunscreen 1.3 Sun glasses 1.4 Insect repellent 1.5 Hand gloves 1.6 Safety headwear 1.7 Mask 1.8 Footwear 1.9 Portable radios 1.10 Flags and hand lamps 1.11 Safety glasses and hearing protection 1.12 Safety devices
2. Tools	May include: 2.1 Pliers 2.2 Screw driver 2.3 Carpenter's hammer 2.4 Ball peen hammer 2.5 Tinsnip 2.6 Adjustable wrench 2.7 Combination wrench 2.8 Socket wrench 2.9 Pipe wrench 2.10 Scissors 2.11 Cutter 2.12 Hand hack saw 2.13 Wood saw
3. Equipment	May include: 3.1 Pallet truck 3.2 Trolley 3.3 Portable grinder 3.4 Hand drill 3.5 Stock lifter (manual operated) 3.6 Chain block

4. Materials	May include: 4.1 Nails 4.2 Screws 4.3 Sandpaper 4.4 Oils 4.5 Grease 4.6 Nylon tie 4.7 Rope 4.8 Packaging tapes 4.9 Marking pens
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EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Chose the correct tools to be carried out for work to complete workplace tasks and to ensure efficient and safe working conditions 1.2 Used appropriate personal protection equipment to minimize the risk of personal injury 1.3 Cleaned and maintained tools and equipment in accordance with manufacturer’s specifications and/or local instructions to ensure correct functionality 1.4 Reported to relevant personnel any unserviceable tools to ensure correct functionality 1.5 Stored and secured Tools and materials according to manufacturer’s or workplace procedures
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
<p>3. Methods of Assessment</p>	<p>Competency in this unit must be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written test 3.2 Direct observation and oral questioning 3.3 Demonstration with questioning 3.4 Interview
<p>4. Context of Assessment</p>	<ul style="list-style-type: none"> 4.1 Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor 4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines

UNIT OF COMPETENCY : PERFORM COMPUTER AND SYSTEM OPERATIONS

UNIT CODE : AB-TLS1381100832208

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

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

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	3.4 Keyboard techniques are carried out in line with OS&H requirements for safe use of keyboards	3.4 Carrying out keyboard techniques in line with oh & s requirements for safe use of keyboards	3.4 Carrying out keyboard techniques in line with OS & H requirements for safe use of keyboards
4. Produce/output data using computer system	4.1 Entered data are processed using appropriate software commands 4.2 Data are printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures 4.3 Files and data are transferred between compatible systems using computer software, hardware and peripheral devices in accordance with standard operating procedures	4.1 Procedure of processing entered data using appropriate software commands 4.2 Method of printing out data as required using computer hardware/peripheral devices in accordance with standard operating Procedures 4.3 Techniques of transferring files and data between compatible systems using computer software, hardware/peripheral devices in accordance with standard operating procedures	4.1 Processing entered data using appropriate software commands 4.2 Printing out data as required using computer hardware/peripheral devices in accordance with standard operating procedures 4.3 Transferring files and data between compatible systems using computer software, hardware/peripheral devices in accordance with standard operating procedures
5. Maintain computer equipment and systems	5.1 Systems for cleaning, minor maintenance and replacement of consumables are implemented 5.2 Procedures for ensuring security of data, including regular back-ups	5.1 Method of implementing Systems for cleaning, minor maintenance and replacement of consumables	5.1 Implementing systems for cleaning, minor maintenance and replacement of consumables

	<p>and virus checks are implemented in accordance with standard operating procedures</p> <p>Basic file maintenance procedures are implemented in line with the standard operating procedures</p>		
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		<p>5.2 Implementing procedures for ensuring security of data, including regular back-ups and virus checks in accordance with standard operating procedures</p> <p>5.3 Technique of implementing basic file maintenance procedures in line with the standard operating procedures</p>	<p>5.2 Implementing procedures for ensuring security of data, including regular back-ups and virus checks in accordance with standard operating procedures</p> <p>5.3 Implementing basic file maintenance procedures in line with the standard operating procedures</p>
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Software	Includes the following but not limited to: 1.1. Word processing packages 1.2. Data base packages 1.3. Internet 1.4. Spreadsheets
2. OS & H guidelines	May include: 2.1. OS & H guidelines 2.2. Enterprise procedures
3. Storage media	Include the following but not limited to: 3.1. diskettes 3.2. CDs 3.3. zip disks 3.4. hard disk drives, local and remote
4. Ergonomic guidelines	May include: 4.1. Types of equipment used 4.2. Appropriate furniture 4.3. Seating posture 4.4. Lifting posture 4.5. Visual display unit screen brightness
5. Desktop icons	Include the following but not limited to: 5.1. Directories/folders 5.2. Files 5.3. Network devices 5.4. Recycle bin
6. Hardware and peripheral devices	May include: 6.1. Personal computers 6.2. Networked systems 6.3. Communication equipment 6.4. Printers 6.5. Scanners 6.6. Keyboard 6.7. Mouse
7. Maintenance	Maintenance includes: 7.1. Creating more space in the hard disk 7.2. Reviewing programs 7.3. Deleting unwanted files 7.4. Backing up files 7.5. Checking hard drive for errors 7.6. Using up to date anti-virus programs 7.7. Cleaning dust from internal and external surfaces

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Selected and used hardware components correctly and according to the task requirement 1.2. Identified and explain the functions of both hardware and software used, their general features and capabilities 1.3. Produced accurate and complete data in accordance with the requirements 1.4. Used appropriate devices and procedures to transfer files/data accurately 1.5. Maintained computer system
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ol style="list-style-type: none"> 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
<p>3. Methods of Assessment</p>	<p>Competency in this unit must be assessed through:</p> <ol style="list-style-type: none"> 3.1 Written test 3.2 Direct observation and oral questioning
<p>4. Context of Assessment</p>	<ol style="list-style-type: none"> 4.1 Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor 4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines

CORE COMPETENCIES

UNIT OF COMPETENCY : **PICK-UP PARCEL SHIPMENT FROM CUSTOMER
PREFERRED LOCATION OR AT THE STORE**

UNIT CODE : **AB-TLS1381100832301**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to check booking information details in the system/apps, determine route and client's location, scan and check physical, handle parcels/shipments, load parcels/shipments, transport parcel to distribution hub, endorse parcels/shipments and documents to gateway/station personnel.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Check booking information details in the system/ apps	1.1 Booking is checked thru the <i>system application</i> using mobile phone based on company standard pick-up procedures 1.2 Booking is received via phone call when the system is down based on company standard pick-up procedures 1.3 Booking is checked based on the manual of printed documents 1.4 <i>Information details</i> are collected based on booking reference	Technology 1.1 Freight system access and application requirements 1.2 Parcel pick-up process Communication 1.3 Information details	1.1 Navigating system and application to check pick-up/ booking information 1.2 Identifying relevant information to perform the pick-up activity 1.3 Applying the pick-up procedures
2. Determine route and client's location	2.1 Pick up route of nearest location is checked in the system based on additional booking 2.2 Route is adjusted based on additional booking. 2.3 Route is located based on the client's provided information	Technology 2.1 Area route information, traffic conditions and specific area ordinances 2.2 Area location maps and geography 2.3 (GPS) application	2.1 Following area route information, traffic conditions and specific area ordinances 2.2 Interpreting area location maps and geography 2.3 Using (GPS) application

<p>3. Scan and check physical details of parcel</p>	<p>3.1 Parcels/shipments is checked/validated based on booking information</p> <p>3.2 Parcels/shipments is scanned and validated based on physical condition against booking details</p> <p>3.3 Parcels/shipments is processed based on acceptance policy and standard</p>	<p>Technology</p> <p>3.1 Parcels/shipments scanning process based on tracking number</p> <p>Communication</p> <p>3.2 Parcels/shipments various details, acceptability and packaging requirements</p> <p>3.3 Practice company communication protocols</p> <p>3.4 Business Continuity Plan related to courier services (contingencies)</p>	<p>3.1 Scanning of waybills attached on the parcel/shipmen</p> <p>3.2 Validating of actual physical conditions, dimensions and weight of the parcel/shipment in the system or application</p> <p>3.3 Applying Business Continuity Plan related to courier services</p>
<p>4 Handle parcels/shipments</p>	<p>4.1 Parcels/shipments is handled based on appropriate packaging requirement</p> <p>4.2 Appropriate tools and equipment is used based on the manufacturer's manual.</p> <p>4.3 Appropriate Storing and transport based on company standards</p>	<p>Technology</p> <p>4.1 Parcels/shipments handling/ standard operating procedure</p> <p>4.2 Proper handling and ergonomics</p> <p>4.3 Lifting symbols and labeling system</p> <p>4.4 Occupational Health and Safety Standards</p> <p>4.5 Temperature control</p> <p>4.6 Storage types</p> <p>4.7 Tools and equipment</p>	<p>4.1 Applying parcels/shipments handling requirements</p> <p>4.2 Selecting and using appropriate handling tools/equipment</p> <p>4.3 Applying required and appropriate temperature</p> <p>4.4 Selecting appropriate storage types</p> <p>4.5 Executing proper lifting process and posture</p> <p>4.6 Practicing Occupational Health and Safety Standards</p>
<p>ELEMENT</p>	<p>PERFORMANCE CRITERIA</p> <p><i>Italicized terms</i> are elaborated in the Range of Variable</p>	<p>REQUIRED KNOWLEDGE</p>	<p>REQUIRED SKILLS</p>

<p>5. Load parcels/shipments</p>	<p>5.1 Parcels/shipments are loaded based on loading standard</p> <p>5.2 Parcels/shipments are loaded based on stacking configuration and specifications</p> <p>5.3 Parcels/shipments are secured and protected based on handling requirement</p>	<p>Technology</p> <p>5.1 Parcels/shipments loading standard</p> <p>5.2 Parcels/shipments stacking configuration</p> <p>5.3 Types of parcels/shipments and specifications</p> <p>5.4 Ergonomic and safety requirement</p> <p>5.5 Do's and Don'ts in loading</p>	<p>5.1 Applying standard operating procedures in loading parcels/shipments</p> <p>5.2 Applying stacking configuration</p> <p>5.3 Practicing Occupational Health and Safety Standards</p> <p>5.4 Executing proper loading process and posture</p>
<p>6. Transport parcel to distribution hub</p>	<p>6.1 Mode of transport is determined based on the product category</p> <p>6.2 Parcels/shipments are transported to distribution hub based on product category</p> <p>6.3 Parcels/shipments are transported to distribution hub based on handling requirements</p>	<p>Technology</p> <p>6.1 Different transportation modes</p> <p>6.2 Product categories</p> <p>6.3 Do's and Don'ts in transporting</p> <p>6.4 Ergonomic and safety requirement</p> <p>6.5 Good distribution practices</p>	<p>6.1 Practicing transport procedures</p> <p>6.2 Utilizing appropriate transport modes</p> <p>6.3 Categorizing products</p> <p>6.4 Practicing Occupational Health and Safety Standards</p> <p>6.5 Executing proper transporting process and posture</p> <p>6.6 Practicing good distribution standards</p>
<p>7. Endorse parcels/shipments and documents to gateway/station personnel</p>	<p>7.1 Documentation requirements are signed by the gateway personnel</p> <p>7.2 Transmittal document is prepared and submitted based on company standards</p> <p>7.3 Received copy/documents are filed based on company standards</p>	<p>Communication</p> <p>7.1 Company submission process of documents</p> <p>7.2 Company documentation requirement</p> <p>7.3 Company compliance and submission policy</p>	<p>7.1 Preparing documentation requirements for gateway endorsement</p> <p>7.2 Using appropriate freight forms and documents</p> <p>7.3 Complying to company submission policy</p> <p>7.4 Securing the received copy of</p>

		7.4 Different types of freight forms and documents 7.5 Archive policy	endorsed documents with correct details 7.5 Archiving of documents
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RANGE OF VARIABLES

VARIABLE	RANGE
1. System application	May include: 1.1 Mobile Freight Application 1.2 Freight system 1.3 GPS
2. Information Details	May include: 2.1 Consignee's name 2.2 Shipper's name 2.3 Commodity (Type and Declared Value) 2.4 Pick-up location 2.5 Volume (pieces and dimension) 2.6 Window time
3. Physical Condition	May include: 3.1 Not wet 3.2 Not Torn 3.3 No damage 3.4 No dents 3.5 No stain or dirt 3.6 Not crumpled 3.7 Not tampered 3.8 Sealed 3.9 No smell
4. Details	May include: 4.1 Dimension (length, width, and height) 4.2 Weight 4.3 Description
5. Packaging Requirement	May include: 5.1 Packaging tape 5.2 Corrugated Box

	<ul style="list-style-type: none"> 5.3 Pouches 5.4 Stretch film 5.5 Styro container 5.6 Bubble wrap 5.7 Ice Gel 5.8 Crate materials (wood and nail) 5.9 Strap 5.10 Label 5.11 Writing Pen
6. Tools	<p>May include:</p> <ul style="list-style-type: none"> 6.1 Pushcart 6.2 Measuring tape 6.3 Cutter 6.4 Manual Strapper machine
7. Equipment	<p>May include:</p> <ul style="list-style-type: none"> 7.1 Weighing scale
8. Storing	<p>May include:</p> <ul style="list-style-type: none"> 8.1 Refrigerated 8.2 Frozen 8.3 Ambient 8.4 Temperature controlled (air-condition)
9. Loading standard	<p>May include:</p> <ul style="list-style-type: none"> 9.1 Last In First Out 9.2 Strapping and Lashing techniques 9.3 Palletizing 9.4 Use of appropriate Material Handling Equipment (motorized or manual)
10. Stacking configuration and specifications	<p>May include:</p> <ul style="list-style-type: none"> 10.1 Palletizing 10.2 Interlock system 10.3 Height/Level requirement (heavy to light) 10.4 Size (Bulk to small)
11. Mode of Transport	<p>May include:</p> <ul style="list-style-type: none"> 11.1 Light (L300 Van) 11.2 Motorcycle
12. Product Category	<p>May include:</p> <ul style="list-style-type: none"> 12.1 Wet 12.2 Dry 12.3 Non-Food 12.4 Food

	12.5 Frozen 12.6 Pharma 12.7 Agri-products 12.8 Dangerous goods 12.9 Automotive parts 12.10 Electronics 12.11 Household products 12.12 Furniture and Fixture 12.13 Appliances 12.14 Medical laboratory specimen 12.15 Cosmetics
13. Documentation requirements	May include: 13.1 Delivery receipt 13.2 Invoice 13.3 Pick-up manifest 13.4 Log Sheet form 13.5 Freight forms 13.6 Deposit slip 13.7 Way bill 13.8 Transmittal

EVIDENCE GUIDE

1. Critical aspect of competencies	Assessment requires evidence that the candidate <ul style="list-style-type: none"> 1.1 Checked booking and pick-up information and details 1.2 Identified shipper's information 1.3 Checked route or possible nearest location 1.4 Validated the parcel/shipment tracking number in the system versus the actual 1.5 Secured and checked parcel/shipment physical details, dimension and specifications 1.6 Applied standard operating procedure in loading shipment 1.7 Applied stacking configuration 1.8 Practiced OHS standard 1.9 Practiced transport procedures 1.10 Utilized appropriate transport modes 1.11 Prepared documentation requirements for gateway endorsement 1.12 Secured the received copy of endorsed documents with correct details
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<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Equipment 2.2 Pushcart 2.3 Weighing scale 2.4 Light vehicle 2.5 Motorcycle 2.6 Document/freight form 2.7 WI/SOP 2.8 Manual 2.9 Tools 2.10 Measuring tape/meter 2.11 Mobile phone with charger 2.12 Jack wrap 2.13 Box (various sizes) 2.14 Plastic jacket 2.15 Punchers 2.16 Cutter 2.17 Packaging tape 2.18 Strap and Lashing 2.19 Pallet 2.20 Material Handling Equipment (motorized or manual)
<p>3. Methods of Assessment</p>	<p>Competency in this unit must be assessed through:</p> <ul style="list-style-type: none"> 3.1 Institutional Assessment 3.2 Written 3.3 Demo 3.4 Competency Certification Assessment 3.5 Written test 3.6 Practical/demonstration with oral questioning 3.7 Interview
<p>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1 Can be assessed in an accredited assessment center with a simulation facility. 4.2 Can be assessed in the actual workplace.

UNIT OF COMPETENCY : DELIVER PARCEL/SHIPMENTS

UNIT CODE : AB-TLS1381100832302

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to receive parcel for delivery assignment, prepare shipment delivery, perform delivery procedure, endorse return documents to complete delivery transaction, collect and remit payment.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Receive parcel for delivery assignment	1.1 Delivery line-up/route is accessed in the system 1.2 Matched parcels are scanned and received based on standard receiving procedures 1.3 Actual parcels are matched versus delivery line-up/route by system and manual documents 1.4 Package conditions is checked based on standard receiving procedures	Technology 1.1 System application freight 1.2 Package condition 1.3 Standard receiving procedures 1.4 Do's and Don'ts in receiving parcels / shipments 1.5 Area route information, traffic conditions and specific area ordinances 1.6 Area location maps and geography 1.7 (GPS) application Communication 1.8 Information details	1.1 Navigating Freight System 1.2 Refer to UC – pick-up.
2. Prepare shipment delivery	2.1 Shipments are arranged on the delivery order (First-In, last-out) 2.2 Shipments are loaded, stacked, and secured based on the company procedures . 2.3 Shipments is secured and properly handled based on company's policy and standard	2.1 Shipments loading standard 2.2 Parcels/shipments stacking configuration 2.3 Types of parcels/shipments and specifications 2.4 Ergonomic and safety requirement 2.5 Do's and Don'ts in loading 2.1 Delivery area familiarity.	2.1 Following area route information, traffic conditions and specific area ordinances 2.2 Interpreting area location maps and geography 2.3 Using (GPS) application 2.4 Proper parcel loading

		<p>2.2 Procedure in proper shipment handling based on company's policy.</p> <p>2.3 Area navigation</p>	
<p>3. Perform Delivery procedure</p>	<p>3.1 Consignee delivery address is located based on airway bill and the system/apps</p> <p>3.2 Consignee identity is verified based on company policy</p> <p>3.3 parcels are handed over completely, safely and based on lead-time agreement.</p> <p>3.4 Return documents of proof of delivery is secured based on client agreement</p> <p>3.5 Delivery status is updated in the system</p>	<p>Technology</p> <p>3.1 Area route information, traffic conditions and specific area ordinances</p> <p>3.2 Area location maps and geography</p> <p>3.3 (GPS or Delivery) application</p> <p>3.4 Delivery system app</p> <p>Communication</p> <p>3.5 Verification of identity and good communication skills</p> <p>3.6 Delivery policies and procedures</p> <p>3.7 Lead time agreement</p> <p>3.8 Customer endearment program</p> <p>3.9 Return documents</p>	<p>3.1 Driving (truck/light vehicle/motorcycle)</p> <p>3.2 Navigating thru GPS or Delivery apps</p> <p>3.3 Good communication skills</p> <p>3.4 Customer service</p> <p>3.5 Applying lead time agreement</p> <p>3.6 Practicing interpersonal skills</p> <p>3.7 Turning over of return documents</p> <p>3.8 Updating delivery status</p>
<p>4. Endorse return documents to complete delivery transaction</p>	<p>4.1 Physical return documents are matched versus the assigned transaction in the system</p> <p>4.2 Delivery status in system is verified</p> <p>4.3 Delivery documents is completed based on the company procedures</p> <p>4.4 Delivery accomplishment clearance is secured based on company policy</p>	<p>Technology</p> <p>4.1 System application</p> <p>4.2 System Verifications</p> <p>Communication</p> <p>4.3 Return document policy</p> <p>4.4 Company policy to secure clearance</p> <p>4.5 Familiarization of delivery documents</p>	<p>4.1 Navigation freight system</p> <p>4.2 Verifying delivery status</p> <p>4.3 Identifying required documents</p> <p>4.4 Securing the clearance</p>

5. Collect and remit payment	<p>5.1 Delivery payment type is verified in the system. (ensure that the transaction has collection requirements)</p> <p>5.2 Payment is collected based on the company handover procedures.</p> <p>5.3 Collected amount is encoded/updated in the system.</p> <p>5.4 Collected amount is remitted based on the company remittance process.</p>	<p>Technology</p> <p>5.1 System application</p> <p>5.2 Familiarity on remittance center's process</p> <p>Mathematics</p> <p>5.3 Basic mathematical computation</p>	<p>5.1 System navigation</p> <p>5.2 Accurate collection and remittance</p> <p>5.3 Remittance processing</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Package Conditions	<p>May include:</p> <p>1.1 No dents</p> <p>1.2 No open package</p> <p>1.3 No leak</p> <p>1.4 Not wet</p> <p>1.5 Not torn</p> <p>1.6 No smell</p> <p>1.7 No content</p>
2. Company Procedures	<p>May include:</p> <p>2.1 Loading</p> <p>2.2 Stacking</p> <p>2.3 Security</p>
3. Lead-time agreement	<p>May include:</p> <p>3.1 NCR – 1 day</p> <p>3.2 Luzon – 3-4 days</p> <p>3.3 Visayas – 5-7 days</p> <p>3.4 Mindanao – 5-7 days</p> <p>Note: based on the operations requirements</p>
4. Return documents	<p>May include:</p>

	<ul style="list-style-type: none"> 4.1 Electronic POD 4.2 Invoice 4.3 Manual POD 4.4 Delivery Receipt 4.5 Acknowledgement receipt
5. Company Remittance Process	<p>May include:</p> <ul style="list-style-type: none"> 4.1 In-house 4.2 Remittance center/bank 4.3 E-wallet System

EVIDENCE GUIDE

1. Critical aspect of competencies	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Matched the actual parcels versus the delivery line-up and package conditions are checked prior to acceptance. 1.2 Loaded, stacked, and secured the shipments based on the company procedures. 1.3 Secure proof of delivery and upgraded delivery status 1.4 Verified the delivery payment type in the system 1.5 Remitted amount is collected based on the company remittance process 1.6 Matched the physical return documents versus system assigned transaction 1.7 Verified the delivery status in the system
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Equipment 2.2 Pushcart 2.3 Weighing scale 2.4 Light vehicle 2.5 Motorcycle 2.6 Document/freight form 2.7 WI/SOP 2.8 Manual 2.9 Tools 2.10 Measuring tape/meter 2.11 Mobile phone with charger 2.12 Jack wrap 2.13 Box (various sizes) 2.14 Plastic jacket 2.15 Punchers 2.16 Cutter 2.17 Packaging tape 2.18 Strap and Lashing 2.19 Pallet

	2.20 Material Handling Equipment (motorized or manual)
3. Methods of Assessment	Competency in this unit must be assessed through: 3.1 Institutional Assessment 3.2 Written 3.3 Demo 3.4 Competency Certification Assessment 3.5 Written test 3.6 Practical/demonstration with oral questioning 3.7 Interview
4. Context for Assessment	4.1 Can be assessed in an accredited assessment center with a simulation facility. 4.2 Can be assessed in the actual workplace.

UNIT OF COMPETENCY : PROCESS UNDELIVERED PARCELS AND SHIPMENTS

UNIT CODE : AB-TLS1381100832303

UNIT DESCRIPTOR

This unit covers the knowledge, skills and attitudes required to perform physical counting and quality check, perform product tagging, return to sender (RTS), client disposition or re-delivery, prepare and update the required documents in the record system, hand-over parcel/shipment to custodians (RTS).

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Perform physical counting and quality check	1.1 Physical count of the undelivered parcels is checked based on the system application 1.2 Quality of the undelivered parcel are checked 1.3 Undelivered parcel is processed and segregated in the designated storage or staging area	Technology 1.1 System application Standards 1.2 Acceptance Standard	3.1 Failed Delivery Reason/ Mobile system application
2. Perform product tagging, Return to Sender (RTS), client disposition or re-delivery	2.1 Client disposition is sought on the undelivered parcel based on the company policy 2.2 Client disposition on undelivered parcels are tagged 2.3 Tagged products are properly communicated to disposition process team based on the company's procedures	Technology 2.1 Handover Process 2.2 Delivery Exemption Code Communication 2.3 Client communication protocols	2.1 Failed Delivery Reason/Mobile system application
3. Prepare and update the required documents in the record system	3.1 Required documents are checked versus the actual parcels. 3.2 Required documents information is encoded in the system based on the Standard Operating Procedures (SOP) 3.3 Documents is kept and filed based on the Standard Operating Procedures (SOP)	Technology 3.1 Standard Operating Procedures	3.1 Applying Standard Operating Procedures

4. Hand-over parcel/shipment to custodians (RTS)	4.1 Turn over log sheet is properly fill-out and signed by the custodian 4.2 Turn over log sheet is filed 4.3 Parcel/shipments is properly turned-over to the custodian	Documentation 4.1 Company SOP requirements Communication 4.1 Freight Forms	4.1 Proper filling-up of forms
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Quality	May include: 1.1 No dents 1.2 No leak 1.3 Not open package 1.4 Not wet 1.5 Not torn
2. Client Disposition	May include: 2.1 Send Again Tag 2.2 DEX Code
3. Tagged	May include: 3.1 Return To Sender 3.2 Re-delivery
4. Required documents	May include: 4.1 Return delivery record 4.2 Run sheet

EVIDENCE GUIDE

1. Critical aspect of competencies	Assessment requires evidence that the candidate: 1.1 Checked physical count of the undelivered parcels based on the system applications. 1.2 Checked the quality of undelivered parcels based on the company policies. 1.3 Sought client disposition of the undelivered parcels based on the company policies. 1.4 Actual parcels required documents and been encoded on the system based on the Standard Operating Procedures
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	1.5 Acquired turn-over Log sheet signed by the custodian and filed
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Equipment 2.2 Pushcart 2.3 Weighing scale 2.4 Light vehicle 2.5 Motorcycle 2.6 Document/freight form 2.7 WI/SOP 2.8 Manual 2.9 Tools 2.10 Measuring tape/meter 2.11 Mobile phone with charger 2.12 Jack wrap 2.13 Box (various sizes) 2.14 Plastic jacket 2.15 Punchers 2.16 Cutter 2.17 Packaging tape 2.18 Strap and Lashing 2.19 Pallet 2.20 Material Handling Equipment (motorized or manual)
3. Methods of Assessment	<p>Competency in this unit must be assessed through:</p> <ul style="list-style-type: none"> 3.1 Institutional Assessment 3.2 Written 3.3 Demo 3.4 Competency Certification Assessment 3.5 Written test 3.6 Practical/demonstration with oral questioning 3.7 Interview
4. Context for Assessment	<ul style="list-style-type: none"> 4.1 Can be assessed in an accredited assessment center with a simulation facility. 4.2 Can be assessed in the actual workplace.

GLOSSARY OF TERMS

1. Air Waybill	It is a receipt issued by an international airline for goods and 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.
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2. Barcode/QR Code	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, etc. to identify a particular product number, person, and delivery information.
3. Consignee	Is the entity, person, or company that is responsible for the receipt of a shipment. Generally, but not always, the consignee is the same as the receiver or the buyer.
4. Courier	Is a person responsible for delivering a message, package, parcel, or letter from one place to customer.
5. Customer	Person that avail services from a courier business.
6. Customer Service	Refers to the support and guidance provided by a company to its customers who purchase or utilize its products or services.
7. Delivery	Is the process of delivering letter, package, parcel or ordered good.
8. Delivery Exemption (DEX) Code	Classification of reasons of undelivered shipment.
9. Delivery Record	Manual documents indicating the delivery record/status of every packages/shipment.
10. Distribution Hub	Is an essential part of a company's supply chain, either physically or virtually, where goods are stored and distributed to retailers or customers.
11. Electronic POD	Electronic Posting of delivery documents, records, or status through mobile application or system.
12. Ergonomic	Is the scientific discipline concerned with the understanding of interactions among humans and other elements of a system.
13. FILO (First in, Last out)	First in, Last out (FILO) is an inventory management technique where the most recently received product is allocated for a customer order, allowing quick item retrieval without burying other items.
14. Good Distribution Practices	Good distribution practices (GDP) is a set of minimum standards that wholesale distributors must adhere to maintain the quality and integrity of medicines throughout the supply chain.
15. Good Warehousing Practices	Refers to activities, standards, practices, policy and procedures, to ensure the quality of products and services are consistently met.
16. GPS	Global Positioning System - It is a space-based navigation system that provides location and time information in all weather conditions, anywhere.
17. LIFO (Last in, First Out)	Last In, First Out (LIFO). Goods/items that are stored last will be released first.
18. Light Vehicle	Is a motor vehicle that can delivered less than 1 Ton.
19. Manual POD	Manual Posting of delivery documents, records, or status through forms.

20. Motorcycle	Is a two-wheeled vehicle with an engine, larger, heavier, and faster than bicycles, but possessing many similar parts.
21. Parcel	Refers to a package that is being shipped from one location to another. Parcels can vary in size, weight, contents, and legal restrictions.
22. Physical Counting	Is a process of package volume physical count or validation.
23. Pick-up Manifest	Records of client's information with schedule pick-up by couriers.
24. Return Documents	Documents required by the customer as proof of successful delivery.
25. Return to Sender (RTS)	Process of returning undelivered shipments to sender based on client disposition.
26. Route	Is a specific covered area of responsibility by the courier delivery staff for a delivery services.
27. Send Again Tag	Label for shipments subject for redelivery with specific instructions.
28. Services	Is an intangible activity or benefit offered by one party to another, involving interaction with customers without transferring ownership.
29. Shipper	Is the entity, person, or company who is responsible for the sending of a shipment.
30. 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.
31. Transmittal	Turn over log sheet containing airwaybill numbers of packages/shipments transferring from one point to another.
32. Truck	Is a 4-wheeler or 6-wheeler truck that can accommodate more than 1 ton.
33. Waybill	Is a document issued by a carrier giving details and instructions relating to the shipment of a consignment of cargo.

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THE TECHNICAL EXPERT PANEL (TEP)

JOMAR G. GABITO

Airfreight 2100, Inc.
B27 L30 Pheasant Camella Homes,
Woodhills, San Antonio San Pedro, Laguna

JOSEPH CRISTIAN Q. BAUTISTA

Airfreight 2100, Inc.
3339-D Harvard corner Danlig Street Brgy.
Pinagkaisahan, Makati City

FLORIMAR B. GUINTO

Airfreight 2100, Inc.
248 Carsadang Bago, Imus Cavite

RAMIL B. NISPEROS

Airfreight 2100, Inc
B31 L19 Imperial Homes San Vicente, Sto.
Tomas Batangas

ARLEN I. GAMBA

Airfreight 2100, Inc
B-30 L-34 Ph-2 A-I Dagat-dagatan Navotas
City

ROMERO L. CAPITO

Airfreight 2100, Inc.
31 Emerald St. Camella 3C, Pamplona Tres
Las Piñas City

JEFFREY M. GARCIA

Airfreight 2100, Inc
B5 L16 Sta. Fe Homes, Progressive
Village, Tagapo, Santa Rosa Laguna

EDELBERTO T. SUSULIN

Airfreight 2100, Inc.
Phase 3 B5 L13 FVR, Poblacion 5 General
Mariano Alvarez Cavite

MONETTE M. NEGADO

Airfreight 2100, Inc.
Phase 3 B91 L13 Bayabas St. Mary Cris
Complex Pasong Camachile II, Gen. Trias
Cavite

SHERYL N. GUTIERREZ

MSL-One Stop Warehousing Services Inc. Lot
33 Block 7B Phase 3C Tamban St. Kaunlaran
Village Caloocan City

JAY R B. JIMULGADA

Block 22 Lot 18 Kassel Vista San Pedro 1,
Malvar, Batangas 4233

MICHAEL A. PORTO

Airfreight 2100, Inc.
Purok 4 ML Quezon St. Sucat, Muntinlupa
City

JOHN CRISIAN B. CASUPANG

Airfreight 2100, Inc.
KM 14 West Service Rd., Brgy. Merville,
Parañaque City 1709

JAIME B. BUENAVISTA

Airfreight 2100, Inc.
KM 14 West Service Rd., Brgy. Merville,
Parañaque City 1709

GERRY S. VALENZUELA

Airfreight 2100, Inc.
B12 L6 Don Carlos Village Pasay City Brgy
187 Pasay City 1300

NCR ABDD TVET FOCALS

NELSON T. EFREN

TESDA-PasMak
TESDA Building 15, TESDA Complex East
Service Road, South Luzon Expressway,
Fort Bonifacio Taguig City

EDEN F. TUGADE

TESDA-National Capital Region
Building 15, TESDA Complex
East Service Road, South Luzon Expressway,
Fort Bonifacio, Taguig City

KRISTEL MARINE C. LABRADOR

TESDA-PasMak
TESDA Building 15, TESDA Complex East
Service Road, South Luzon Expressway,
Fort Bonifacio Taguig City