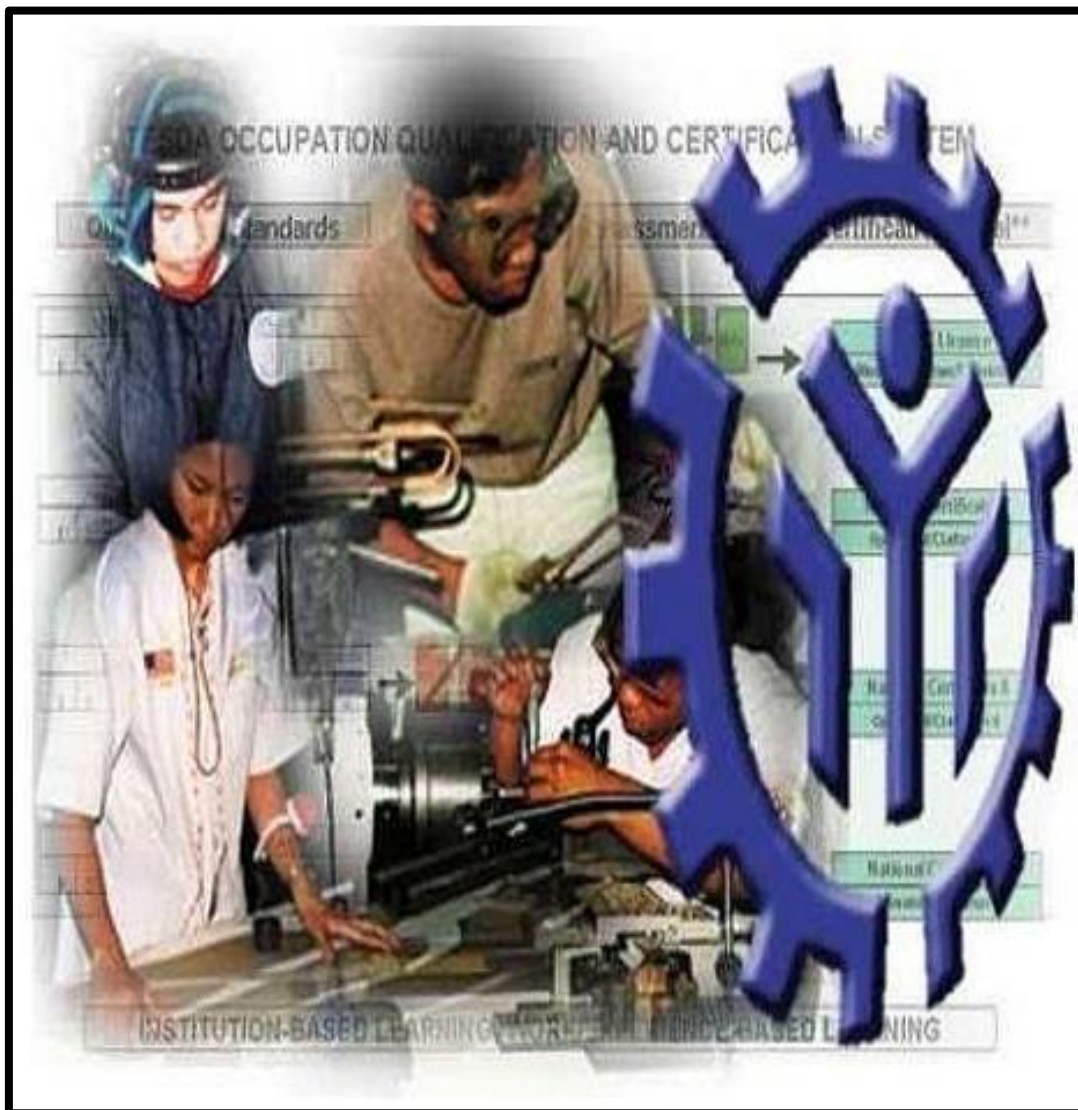


COMPETENCY STANDARDS

WAREHOUSE INVENTORY ANALYSIS AND CONTROL LEVEL III



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 WAREHOUSE INVENTORY ANALYSIS AND CONTROL LEVEL III

SECTION 1 DEFINITION

The **WAREHOUSE INVENTORY ANALYSIS AND CONTROL LEVEL III** qualification consists of competencies that a person must achieve to plan warehouse inventory activity, lead the execution of inventory plan and activities, organize inventory resources, control inventory situation and contingency, and lead the inventory meeting and reporting activities.

The units of competency comprising this qualification include the following:

Unit Code	BASIC COMPETENCIES
400311319	Lead workplace communication
400311320	Lead small teams
400311321	Apply critical thinking and problem-solving techniques in the workplace
400311322	Work in a diverse environment
400311323	Propose methods of applying learning and innovation in the organizations
400311324	Use information systematically
400311325	Evaluate occupational safety and health work practices
400311326	Evaluate environmental work practices
400311327	Facilitate entrepreneurial skills for micro-small-medium enterprises (MSMEs)

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

Unit Code	CORE COMPETENCIES
AB-LOG1381100132301	Plan warehouse inventory activity
AB- LOG1381100132302	Lead execution of warehouse inventory plan and activities
AB- LOG1381100132303	Organize warehouse inventory and resources
AB- LOG1381100132304	Control situation and contingency for warehouse inventory
AB- LOG1381100132305	Lead warehouse inventory meeting and reporting activities

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

- Inventory Analyst/Controller

SECTION 2 COMPETENCY STANDARD

This section gives the details of the contents of the units of competency required in **WAREHOUSE INVENTORY ANALYSIS AND CONTROL LEVEL III.**

BASIC COMPETENCIES

UNIT OF COMPETENCY : LEAD WORKPLACE COMMUNICATION

UNIT CODE : 400311319

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

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Communicate information about workplace processes	1.1 Relevant communication method is selected based on workplace procedures 1.2 Multiple operations involving several topics/areas are communicated following enterprise requirements 1.3 Questioning is applied to gain extra information 1.4 Relevant sources of information are identified in accordance with workplace/client requirements 1.5 Information is selected and organized following enterprise	1.1 Organization requirements for written and electronic communication methods 1.2 Effective verbal communication methods 1.3 Business writing 1.4 Workplace etiquette	1.1 Organizing information 1.2 Conveying intended meaning 1.3 Participating in a variety of workplace discussions 1.4 Complying with organization requirements for the use of written and electronic communication methods 1.5 Effective business writing 1.6 Effective clarifying and probing skills

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>procedures</p> <p>1.6 Verbal and written reporting is undertaken when required</p> <p>1.7 Communication and negotiation skills are applied and maintained in all relevant situations</p>		1.7 Effective questioning techniques (clarifying and probing)
2. Lead workplace discussions	<p>2.1 Response to workplace issues is sought following enterprise procedures</p> <p>2.2 Response to workplace issues is provided immediately</p> <p>2.3 Constructive contributions are made to workplace discussions on such issues as production, quality and safety</p> <p>2.4 Goals/ objectives and action plans undertaken in the workplace are communicated promptly</p>	<p>2.1 Organization requirements for written and electronic communication methods</p> <p>2.2 Effective verbal communication methods</p> <p>2.3 Workplace etiquette</p>	<p>2.1 Organizing information</p> <p>2.2 Conveying intended meaning</p> <p>2.3 Participating in variety of workplace discussions</p> <p>2.4 Complying with organization requirements for the use of written and electronic communication methods</p> <p>2.5 Effective clarifying and probing skills</p>

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Identify and communicate issues arising in the workplace	3.1 Issues and problems are identified as they arise 3.2 Information regarding problems and issues are organized coherently to ensure clear and effective communication 3.3 Dialogue is initiated with appropriate personnel 3.4 Communication problems and issues are raised as they arise 3.5 Identify barriers in communication to be addressed appropriately	3.1 Organization requirements for written and electronic communication methods 3.2 Effective verbal communication methods 3.3 Workplace etiquette 3.4 Communication problems and issues 3.5 Barriers in communication	3.1 Organizing information 3.2 Conveying intended meaning 3.3 Participating in a variety of workplace discussions 3.4 Complying with organization requirements for the use of written and electronic communication methods 3.5 Effective clarifying and probing skills 3.6 Identifying issues 3.7 Negotiation and communication skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Methods of communication	May include: <ul style="list-style-type: none"> 1.1 Non-verbal gestures 1.2 Verbal 1.3 Face-to-face 1.4 Two-way radio 1.5 Speaking to groups 1.6 Using telephone 1.7 Written 1.8 Internet
2. Workplace discussions	May include: <ul style="list-style-type: none"> 2.1. Coordination meetings 2.2. Toolbox discussion 2.3. Peer-to-peer discussion

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: <ul style="list-style-type: none"> 1.1 Dealt with a range of communication/information at one time 1.2 Demonstrated leadership skills in workplace communication 1.3 Made constructive contributions in workplace issues 1.4 Sought workplace issues effectively 1.5 Responded to workplace issues promptly 1.6 Presented information clearly and effectively written form 1.7 Used appropriate sources of information 1.8 Asked appropriate questions 1.9 Provided accurate information
2. Resource Implications	The following resources should be provided: <ul style="list-style-type: none"> 2.1 Variety of Information 2.2 Communication tools 2.3 Simulated workplace
3. Methods of Assessment	Competency in this unit may be assessed through: <ul style="list-style-type: none"> Case problem 3.1 Third-party report 3.2 Portfolio 3.3 Interview 3.4 Demonstration/Role-playing
4. Context for Assessment	4.1 Competency may be assessed in the workplace or in a simulated workplace environment

UNIT OF COMPETENCY : LEAD SMALL TEAMS

UNIT CODE : 400311320

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

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.2 Duties are allocated having regard to individual preference, domestic and personal considerations, whenever possible	2.4 Ways to improve group leadership and membership	strengths and rooms for improvement
3. Set performance expectations for team members	3.1 Performance expectations are established based on client needs 3.2 Performance expectations are based on individual team member's knowledge, skills and aptitude 3.3 Performance expectations are discussed and disseminated to individual team members	3.1 One's roles and responsibilities in the team 3.2 Feedback giving and receiving 3.3 Performance expectation	3.1 Communication skills 3.2 Accurate empathy 3.3 Congruence 3.4 Unconditional positive regard 3.5 Handling of Feedback
4. Supervise team performance	4.1 Performance is monitored based on defined performance criteria and/or assignment instruction 4.2 Team members are provided with feedback , positive support and	4.1 Performance Coaching 4.2 Performance management 4.3 Performance Issues	4.1 Communication skills required for leading teams 4.2 Coaching skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>advice on strategies to overcome any deficiencies based on company practices</p> <p>4.3 Performance issues which cannot be rectified or addressed within the team are referred to appropriate personnel according to employer policy</p> <p>4.4 Team members are kept informed of any changes in the priority allocated to assignments or tasks which might impact on client/customer needs and satisfaction</p> <p>4.5 Team operations are monitored to ensure that employer/client needs and requirements are met.</p> <p>4.6 Follow-up communication is provided on all issues affecting the variables team</p> <p>4.7 All relevant documentation is</p>		

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	completed in accordance with company procedures		

RANGE OF VARIABLES

VARIABLE	RANGE
1. Work requirements	May include: 1.1 Client Profile 1.2 Assignment instructions
2. Team member's concerns	May include: 2.1 Roster/shift details
3. Monitor performance	May include: 3.1 Formal process 3.2 Informal process
4. Feedback	May include: 4.1 Formal process 4.2 Informal process
5. Performance issues	May include: 5.1 Work output 5.2 Work quality 5.3 Team participation 5.4 Compliance with workplace protocols 5.5 Safety 5.6 Customer service

EVIDENCE GUIDE

<p>1. Critical aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Maintained or improved individuals and/or team performance given a variety of possible scenario 1.2 Assessed and monitored team and individual performance against set criteria 1.3 Represented concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf 1.4 Allocated duties and responsibilities, having regard to individual's knowledge, skills and aptitude and the needs of the tasks to be performed 1.5 Set and communicated performance expectations for a range of tasks and duties within the team and provided feedback to team members
<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 task
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written Examination 3.2 Oral Questioning 3.3 Portfolio
<p>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1 Competency may be assessed in the actual workplace or at the designated TESDA Accredited Assessment Center.

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

UNIT CODE : 400311321

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

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

		<p>environmental requirement.</p> <p>1.6 Enterprise information systems and data collation</p> <p>1.7 Industry codes and standards.</p>	
<p>2. Analyze the causes of specific workplace challenges</p>	<p>2.1 Possible causes of specific problems are identified based on experience and the use of problem-solving tools / analytical techniques.</p> <p>2.2 Possible cause statements are developed based on findings.</p> <p>2.3 Fundamental causes are identified per results of investigation conducted.</p>	<p>2.1 Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations.</p> <p>2.2 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations.</p> <p>2.3 Relevant equipment and operational processes.</p> <p>2.4 Enterprise goals, targets and measures.</p> <p>2.5 Enterprise quality OSH and environmental requirement.</p>	<p>2.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace.</p> <p>2.2 Identifying extent and causes of specific challenges in the workplace.</p> <p>2.3 Providing clear-cut findings on the nature of each identified workplace challenges.</p>

		<p>2.6 Enterprise information systems and data collation.</p> <p>2.7 Industry codes and standards.</p>	
<p>3. Formulate resolutions to specific workplace challenges</p>	<p>3.1 All possible options are considered for resolution of the problem.</p> <p>3.2 Strengths and weaknesses of possible options are considered.</p> <p>3.3 Corrective actions are determined to resolve the problem and possible future causes.</p> <p>3.4 Action plans are developed identifying measurable objectives, resource needs and timelines in accordance with safety and operating procedures</p>	<p>3.1 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations</p> <p>3.2 Relevant equipment and operational processes</p> <p>3.3 Enterprise goals, targets and measures</p> <p>3.4 Enterprise quality OSH and environmental requirement</p> <p>3.5 Principles of decision-making strategies and techniques</p> <p>3.6 Enterprise information systems and data collation</p> <p>3.7 Industry codes and standards</p>	<p>3.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace.</p> <p>3.2 Identifying extent and causes of specific challenges in the workplace.</p> <p>3.3 Providing clear-cut findings on the nature of each identified workplace challenges.</p> <p>3.4 Devising, communicating, implementing and evaluating strategies and techniques in addressing specific workplace challenges.</p>

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

VARIABLES	RANGE
1. Parameters	May include: 1.1 Processes 1.2 Procedures 1.3 Systems
2. Analytical techniques	May include: 2.1 Brainstorming 2.2 Intuitions/Logic 2.3 Cause and effect diagrams 2.4 Pareto analysis 2.5 SWOT analysis 2.6 Gant chart, Pert CPM and graphs 2.7 Scattergrams
3. Problem	May include: 3.1 Routine, non – routine and complex workplace and quality problems 3.2 Equipment selection, availability and failure 3.3 Teamwork and work allocation problem 3.4 Safety and emergency situations and incidents 3.5 Risk assessment and management
4. Action plans	May include: 4.1 Priority requirements 4.2 Measurable objectives 4.3 Resource requirements 4.4 Timelines 4.5 Co-ordination and feedback requirements 4.6 Safety requirements 4.7 Risk assessment 4.8 Environmental requirements

EVIDENCE GUIDE

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

UNIT OF COMPETENCY : WORK IN A DIVERSE ENVIRONMENT

UNIT CODE : 400311322

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

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Work effectively in an environment that acknowledges and values cultural diversity	2.1 Knowledge, skills and experiences of others are recognized and documented in relation to team objectives. 2.2 Fellow workers are encouraged to utilize and share their specific qualities, skills or backgrounds with other team members and clients to enhance work outcomes. 2.3 Relations with customers and clients are maintained to show that diversity is valued by the business.	2.1 Value of diversity in the economy and society in terms of Workforce development 2.2 Importance of inclusiveness in a diverse environment 2.3 Shared vision and understanding of and commitment to team, departmental, and organizational goals and objectives 2.4 Strategies for customer service excellence	2.1 Demonstrating cross cultural communication skills and active listening 2.2 Recognizing diverse groups in the workplace and community as defined by divergent culture, religion, traditions and practices 2.3 Demonstrating collaboration skills 2.4 Exhibiting customer service excellence
3. Identify common issues in a multicultural and diverse environment	3.1 <i>Diversity-related conflicts</i> within the workplace are effectively addressed and resolved. 3.2 Discriminatory behaviors towards customers/stake holders are minimized and	3.1 Value, and leverage of cultural diversity 3.2 Inclusivity and conflict resolution 3.3 Workplace harassment 3.4 Change management and ways to overcome resistance to change	3.1 Addressing diversity-related conflicts in the workplace 3.2 Eliminating discriminatory behavior towards customers and coworkers 3.3 Utilizing change management policies in the workplace

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	addressed accordingly. 3.3 Change management policies are in place within the organization.	3.5 Advanced strategies for customer service excellence	

RANGE OF VARIABLES

VARIABLE	RANGE
1. Diversity	This refers to diversity in both the workplace and the community and may include divergence in: <ul style="list-style-type: none"> 1.1 Religion 1.2 Ethnicity, race or nationality 1.3 Culture 1.4 Gender, age or personality 1.5 Educational background
2. Diversity-related conflicts	May include conflicts that result from: <ul style="list-style-type: none"> 2.1 Discriminatory behaviors 2.2 Differences of cultural practices 2.3 Differences of belief and value systems 2.4 Gender-based violence 2.5 Workplace bullying 2.6 Corporate jealousy 2.7 Language barriers 2.8 Individuals being differently-abled persons 2.9 Ageism (negative attitude and behavior towards old people)

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: <ul style="list-style-type: none"> 1.1 Adjusted language and behavior as required by interactions with diversity 1.2 Identified and respected individual differences in colleagues, clients and customers 1.3 Applied relevant regulations, standards and codes of practice
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2. Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Access to workplace and resources</p> <p>2.2 Manuals and policies on Workplace Diversity</p>
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Demonstration or simulation with oral questioning</p> <p>3.2 Group discussions and interactive activities</p> <p>3.3 Case studies/problems involving workplace diversity issues</p> <p>3.4 Third-party report</p> <p>3.5 Written examination</p> <p>3.6 Role Plays</p>
4. Context for Assessment	Competency assessment may occur in workplace or any appropriately simulated environment

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

UNIT CODE : 400311323

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

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

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

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

RANGE OF VARIABLES

VARIABLE	RANGE
1. Reasons	May include: 1.1 Strengths and weaknesses of the current systems, processes and procedures. 1.2 Opportunities and threats of the current systems, processes and procedures.
2. Models of innovation	May include: 2.1 Seven habits of highly effective people. 2.2 Five minds of the future concepts (Gardner, 2007). 2.3 Neuroplasticity and adaptation strategies.
3. Gaps or barriers	May include: 3.1 Machine 3.2 Manpower 3.3 Methods 3.4 Money
4. Critical Inquiry	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.

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 Established the reasons why innovative systems are required 1.2 Established the goals of a new innovative system 1.3 Analyzed current organizational systems to identify gaps and barriers to innovation. 1.4 Assessed work procedures, processes and systems in terms of innovative practices. 1.5 Generate practical action plans for improving work procedures, and processes. 1.6 Reviewed the trial innovative work system and adjusted reflect evaluation feedback, knowledge management systems and future planning. 1.7 Evaluated the effectiveness of the proposed action plans.
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Pens, papers and writing implements. 2.2 Cartolina. 2.3 Manila papers.
<p>3. Methods of Assessment</p>	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 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>4. Context for Assessment</p>	<ul style="list-style-type: none"> 4.1 Competency may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions.

UNIT OF COMPETENCY

USE INFORMATION SYSTEMATICALLY

UNIT CODE

400311324

UNIT DESCRIPTOR

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Use technical information	1.1 Information is collated and organized into a suitable form for reference and use 1.2 Stored information is classified so that it can be quickly identified and retrieved when needed 1.3 Guidance is advised and offered to people who need to find and use information	1.1 Application in collating information 1.2 Procedures for inputting, maintaining and archiving information 1.3 Guidance to people who need to find and use information 1.4 Organize information 1.5 Classify stored information for identification and retrieval 1.6 Operate the technical information system by using agreed procedures	1.1 Collating information 1.2 Operating appropriate and valid procedures for inputting, maintaining and archiving information 1.3 Advising and offering guidance to people who need to find and use information 1.4 Organizing information into a suitable form for reference and use 1.5 Classifying stored information for identification and retrieval 1.6 Operating the technical information system by using agreed procedures
2. Apply information technology (IT)	2.1 Technical information system is operated using	2.1 Attributes and limitations of available software tools	2.1 Identifying attributes and limitations of

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

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

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information	May include: 1.1 Property 1.2 Organizational 1.3 Technical reference
2. Technical information	May include: 2.1 Paper based 2.2 Electronic
3. Software	May include: 3.1 Spreadsheets 3.2 Databases 3.3 Word processing 3.4 Presentation
4. Sources	May include: 4.1 Other IT systems 4.2 Manually created 4.3 Within own organization 4.4 Outside own organization 4.5 Geographically remote

5. Customers	May include: 5.1 Colleagues 5.2 Company and project management 5.3 Clients
6. Security measures	May include: 6.1 Access rights to input; 6.2 Passwords; 6.3 Access rights to outputs; 6.4 Data consistency and back-up; 6.5 Recovery plans

EVIDENCE GUIDE

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

UNIT OF COMPETENCY : EVALUATE OCCUPATIONAL SAFETY AND HEALTH WORK PRACTICES

UNIT CODE : 400311325

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to interpret Occupational Safety and Health practices, set OSH work targets, and evaluate effectiveness of Occupational Safety and Health work instructions

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Interpret Occupational Safety and Health practices	<p>1.1 OSH work practices issues are identified relevant to work requirements</p> <p>1.2 OSH work standards and procedures are determined based on applicability to nature of work</p> <p>1.3 Gaps in work practices are identified related to relevant OSH work standards</p>	<p>1.1 OSH work practices issues</p> <p>1.2 OSH work standards</p> <p>1.3 General OSH principles and legislations</p> <p>1.4 Company/ workplace policies/ guidelines</p> <p>1.5 Standards and safety requirements of work process and procedures</p>	<p>1.1 Communication skills</p> <p>1.2 Interpersonal skills</p> <p>1.3 Critical thinking skills</p> <p>1.4 Observation skills</p>
2. Set OSH work targets	<p>2.1 Relevant work information is gathered necessary to determine OSH work targets</p> <p>2.2 OSH Indicators based on gathered information are agreed upon to measure effectiveness of workplace OSH policies and procedures</p>	<p>2.1 OSH work targets</p> <p>2.2 OSH Indicators</p> <p>2.3 OSH work instructions</p> <p>2.4 Safety and health requirements of tasks</p> <p>2.5 Workplace guidelines on providing feedback on OSH and security concerns</p>	<p>2.1 Communication skills</p> <p>2.2 Collaborating skills</p> <p>2.3 Critical thinking skills</p> <p>2.4 Observation skills</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>2.3 Agreed OSH indicators are endorsed for approval from appropriate personnel</p> <p>2.4 OSH work instructions are received in accordance with workplace policies and procedures*</p>	<p>2.6 OSH regulations Hazard control procedures</p> <p>2.7 OSH trainings relevant to work</p>	
<p>3. Evaluate effectiveness of Occupational Safety and Health work instructions</p>	<p>3.1 OSH Practices are observed based on workplace standards</p> <p>3.2 Observed OSH practices are measured against approved OSH metrics</p> <p>3.3 Findings regarding effectiveness are assessed and gaps identified are implemented based on OSH work standards</p>	<p>3.1 OSH Practices</p> <p>3.2 OSH metrics</p> <p>3.3 OSH Evaluation Techniques</p> <p>3.4 OSH work standards</p>	<p>3.1 Critical thinking skills</p> <p>3.2 Evaluating skills</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. OSH Work Practices Issues	May include: <ol style="list-style-type: none"> 1.1 Workers' experience/observance on presence of work hazards 1.2 Unsafe/unhealthy administrative arrangements (prolonged work hours, no break-time, constant overtime, scheduling of tasks) 1.3 Reasons for compliance/non-compliance to use of PPEs or other OSH procedures/policies/ guidelines
2. OSH Indicators	May include: <ol style="list-style-type: none"> 2.1 Increased of incidents of accidents, injuries 2.2 Increased occurrence of sickness or health complaints/symptoms 2.3 Common complaints of workers related to OSH 2.4 High absenteeism for work-related reasons
3. OSH Work Instructions	May include: <ol style="list-style-type: none"> 3.1 Preventive and control measures, and targets 3.2 Eliminate the hazard (i.e., get rid of the dangerous machine) 3.3 Isolate the hazard (i.e., keep the machine in a closed room and operate it remotely; barricade an unsafe area off) 3.4 Substitute the hazard with a safer alternative (i.e., replace the machine with a safer one) 3.5 Use administrative controls to reduce the risk (i.e., give trainings on how to use equipment safely; OSH-related topics, issue warning signages, rotation/shifting work schedule) 3.6 Use engineering controls to reduce the risk (i.e., use safety guards to machine) 3.7 Use personal protective equipment 3.8 Safety, Health and Work Environment Evaluation 3.9 Periodic and/or special medical examinations of workers
4. OSH metrics	May include: <ol style="list-style-type: none"> 4.1 Statistics on incidence of accident and injuries 4.2 Morbidity (Type and Number of Sickness) 4.3 Mortality (Cause and Number of Deaths) 4.4 Accident Rate

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 Identify OSH work practices issues relevant to work requirements 1.2 Identify gaps in work practices related to relevant OSH work standards 1.3 Agree upon OSH Indicators based on gathered information to measure effectiveness of workplace OSH policies and procedures 1.4 Receive OSH work instructions in accordance with workplace policies and procedures 1.5 Compare Observed OSH practices with against approved OSH work instructions 1.6 Assess findings regarding effectiveness based on OSH work standards
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul 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> <ul style="list-style-type: none"> 3.1 Observation/Demonstration with oral questioning 3.2 Third party report 3.3 Written exam
<p>4. Context for Assessment</p>	<ul 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 : **EVALUATE ENVIRONMENTAL WORK PRACTICES**

UNIT CODE : **400311326**

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

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Interpret environmental practices, policies and procedures	1.1 Environmental work practices issues are identified relevant to work requirements 1.2 Environmental Standards and Procedures nature of work are determined based on Applicability to nature of work 1.3 Gaps in work practices related to Environmental Standards and Procedures are identified	1.1 Environmental Issues 1.2 Environmental Work Procedures 1.3 Environmental Laws 1.4 Environmental Hazardous and Non-Hazardous Materials 1.5 Environmental required license, registration or certification	1.1 Analyzing Environmental Issues and Concerns 1.2 Critical thinking 1.3 Problem Solving 1.4 Observation Skills
2. Establish targets to evaluate environmental practices	2.1 Relevant information is gathered necessary to determine environmental work targets 2.2 Environmental Indicators based on gathered information are set to measure environmental work targets 2.3 Indicators are verified with appropriate personnel	2.1 Environmental indicators 2.2 Relevant Environment Personnel or expert 2.3 Relevant Environmental Trainings and Seminars	2.1 Investigative Skills 2.2 Critical thinking 2.3 Problem Solving 2.4 Observation Skills

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

RANGE OF VARIABLES

VARIABLE	RANGE
1. Environmental Practices Issues	<p>May include:</p> <ul style="list-style-type: none"> 1.1 Water Quality 1.2 National and Local Government Issues 1.3 Safety 1.4 Endangered Species 1.5 Noise 1.6 Air Quality 1.7 Historic 1.8 Waste 1.9 Cultural
2. Environmental Indicators	<p>May include:</p> <ul style="list-style-type: none"> 2.1 Noise level 2.2 Lighting (Lumens) 2.3 Air Quality - Toxicity 2.4 Thermal Comfort 2.5 Vibration 2.6 Radiation 2.7 Quantity of the Resources 2.8 Volume

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Identified environmental issues relevant to work requirements. 1.2 Identified gaps in work practices related to Environmental Standards and Procedures. 1.3 Gathered relevant information necessary to determine environmental works targets. 1.4 Set environmental indicators based on gathered information to measure environmental work targets. 1.5 Recorded work environmental practices are recorded based on workplace standards. 1.6 Conveyed results of environmental assessment to appropriate personnel
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace/Assessment location 2.2 Legislation, policies, procedures, protocols and local ordinances relating to environmental protection 2.3 Case studies/scenarios relating to environmental protection
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written/Oral Examination

	<p>3.2 Interview/Third Party Reports</p> <p>3.3 Portfolio (citations/awards from GOs and NGOs, certificate of training – local and abroad)</p> <p>3.4 Simulations and role-plays</p>
4. Context for Assessment	4.1 Competency may be assessed in actual workplace or at the designated TESDA center.

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

UNIT CODE : **400311327**

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Develop and maintain micro-small medium enterprise (MSMEs) skills in the organization	1.1 Appropriate business strategies are determined and set for the enterprise based on current and emerging business environment. 1.2 Business operations are monitored and controlled following established procedures. 1.3 Quality assurance measures are implemented consistently. 1.4 Good relations are maintained with staff/workers. 1.5 Policies and procedures on occupational safety and health and environmental concerns are constantly observed.	1.1 Business models and strategies 1.2 Types and categories of businesses 1.3 Business operation 1.4 Basic Bookkeeping 1.5 Business internal controls 1.6 Basic quality control and assurance concepts 1.7 Government and regulatory processes	1.1 Basic bookkeeping/ accounting skills 1.2 Communication skills 1.3 Building relations with customer and employees 1.4 Building competitive advantage of the enterprise

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Establish and maintain client-base/ market	2.1 Good customer relations are maintained 2.2 New customers and markets are identified, explored and reached out to. 2.3 Promotions /Incentives are offered to loyal customers 2.4 Additional products and services are evaluated and tried where feasible. 2.5 Promotional/ advertising initiatives are carried out where necessary and feasible.	2.1 Public relations concepts 2.2 Basic product promotion strategies 2.3 Basic market and feasibility studies 2.4 Basic business ethics	2.1 Building customer relations 2.2 Individual marketing skills 2.3 Using basic advertising (posters/ tarpaulins, flyers, social media, etc.)

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

RANGE OF VARIABLES

VARIABLE	RANGE
1. Business strategies	May include: 1.1 Developing/Maintaining niche market 1.2 Use of organic/healthy ingredients 1.3 Environment-friendly and sustainable practices 1.4 Offering both affordable and high-quality products and services 1.5 Promotion and marketing strategies (e. g., online marketing)
2. Business operations	May include: 2.1 Purchasing 2.2 Accounting/Administrative work 2.3 Production/Operations/Sales
3. Internal controls	May include: 3.1 Accounting systems 3.2 Financial statements/reports 3.3 Cash management
4. Promotional/ Advertising initiatives	May include: 4.1 Use of tarpaulins, brochures, and/or flyers 4.2 Sales, discounts and easy payment terms 4.3 Use of social media/Internet 4.4 "Service with a smile" 4.5 Extra attention to regular customers

EVIDENCE GUIDE

1. Critical aspects of competency	<p>Assessment requires evidence that the candidate :</p> <ul style="list-style-type: none"> 1.1 Demonstrated basic entrepreneurial skills 1.2 Demonstrated ability to conceptualize and plan a micro/small enterprise 1.3 Demonstrated ability to manage/operate a micro/small-scale business
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Simulated or actual workplace 2.2 Tools, materials and supplies needed to demonstrate the required tasks 2.3 References and manuals
3. Methods of Assessment	<p>Competency in this unit may be assessed through :</p> <ul style="list-style-type: none"> 3.1 Written examination 3.2 Demonstration/observation with oral questioning 3.3 Portfolio assessment with interview 3.4 Case problems
4. Context of Assessment	<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 tasks are being undertaken whether individually or in-group

COMMON COMPETENCIES

UNIT OF COMPETENCY : **APPLY WORKPLACE PROCEDURES IN WAREHOUSING OPERATIONS**

UNIT CODE : **LOG493201**

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

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

	<p>regulations and workplace requirements.</p> <p>1.6 Workplace emergency procedures are identified and followed in real and simulated emergency situation</p>	<p>instructions of its use</p> <p>1.9 Emergency procedures</p>	<p>1.7 Working safely to avoid inflicting injury to self and others, or damage to goods or property and equipment</p>
<p>2. Perform assigned workload</p>	<p>2.1 Priorities, schedules and deadlines are agreed with stakeholders</p> <p>2.2 Work activities are planned and work progress is communicated</p> <p>2.3 Work is completed in accordance with workplace procedures and standards.</p> <p>2.4 Work improvement is discussed with appropriate personnel prior to implementation</p>	<p>2.1 System of establishing priorities and deadlines</p> <p>2.2 Work plan and method of monitoring work progress</p> <p>2.3 Workplace metrics</p> <p>2.4 Innovation techniques</p>	<p>2.1 Establishing priorities and deadlines</p> <p>2.2 Work planning</p> <p>2.3 Monitoring work progress</p> <p>2.4 Completing work within the acceptable standards</p> <p>2.5 Brainstorming</p>
<p>3. Apply ethical practices</p>	<p>3.1 Relevant regulations and legislation are identified and complied</p> <p>3.2 Code of ethics is observed</p> <p>3.3 Deadlines and commitments are met</p> <p>3.4 Required confidentiality is maintained</p>	<p>3.1 Relevant regulations and legislation</p> <p>3.2 Code of Ethics</p> <p>3.3 Work ethics</p> <p>3.4 Commitment Dates</p> <p>3.5 Timelines</p> <p>3.6 Contract "confidentiality" clause</p>	<p>3.1 Identifying relevant regulations and legislation</p> <p>3.2 Applying code of ethics</p> <p>3.3 Meeting deadlines and commitments</p> <p>3.4 Maintaining required confidentiality</p>

	3.5 Workplace security policies are followed	3.7 Data privacy act 3.8 Workplace security policies 3.9 Gender Sensitivity Policy	3.5 Following workplace security policies
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RANGE OF VARIABLES

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

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<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 and the workplace procedures in each work area 1.2 Identified and followed workplace emergency procedures in real and simulated emergency situation 1.3 Planned work activities and prepared work progress report 1.4 Completed work in accordance with the workplace procedures and standards 1.5 Identified relevant regulations and legislation 1.6 Applied appropriate code of ethics
<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 may 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 maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.</p>

UNIT OF COMPETENCY: PERFORM INDUSTRY CALCULATIONS IN WAREHOUSING OPERATIONS

UNIT CODE : LOG493202

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms are elaborated in the Range of Variable</i>	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Carry out calculations	1.1 Items are counted singly and in batches and sorted numerically, as required in workplace tasks 1.2 Calculations needed to complete work tasks are performed using the mathematical operations in accordance with workplace procedures. 1.3 Results of calculations are validated.	1.1 Mathematical operations and techniques 1.2 Procedures in using relevant workplace technology in carrying out calculations 1.3 Problem analysis and solving	1.1 Counting of items singly and in batches and storing numerically as required in workplace tasks 1.2 Performing needed calculations in accordance with workplace procedures 1.3 Validating results of calculations
2. Prepare estimates	2.1 Materials and resources that require estimates are identified 2.2 Estimates on materials and resources are prepared in accordance with workplace requirements	2.1 Classification of materials and resources 2.2 Materials and resource planning 2.3 Techniques in preparing estimates	2.1 Preparing estimates on materials and resources 2.2 Analyzing deviation 2.3 Preparing adjustment for discrepancies

	2.3 Adjustment is made for any discrepancy between the estimates and actual materials and resources	2.4 Analysis of deviation versus standards	
3. Interpret graphical representations of data	<p>3.1 Data are collated.</p> <p>3.2 Data are translated into graphical representations</p> <p>3.3 Graphical representations are interpreted in accordance with workplace requirements</p>	<p>3.1 Data analysis</p> <p>3.2 Graphical Representations</p> <p>3.3 Methods of interpreting graphs</p>	<p>3.1 Collating data</p> <p>3.2 Analyzing data</p> <p>3.3 Interpreting graphs</p>

RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Performed calculations in accordance with workplace procedures 1.2 Made accurate estimates to complete assigned work activities 1.3 Recognized, interpreted and acted upon graphical information
2. Resource Implications	The following resources should be provided: 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities

3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Written Test</p> <p>3.2 Direct observation and oral questioning</p> <p>3.3 Demonstration with questioning</p>
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

UNIT OF COMPETENCY: ENSURE SECURITY OF STOCKS AND CARGO

UNIT CODE : LOG493203

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

ELEMENT	PERFORMANCE CRITERIA Italicized terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Maintain security of stocks and cargo	1.1 Stocks and cargo are secured in accordance with workplace procedures 1.2 Security measures on stocks and cargo are maintained in accordance with workplace procedures 1.3 Signs of pilferage, theft and interference are reported in accordance with workplace procedures 1.4 Suspicious stocks and cargo are reported promptly to appropriate personnel 1.5 Any breach of security is reported promptly to appropriate personnel	1.1 Applicable transport security legislation both local and international 1.2 Workplace Procedures 1.3 Security threats and incidents	1.1 Understanding security regulations both local and international 1.2 Observing security signs and procedures 1.3 Reporting security related incidents

<p>2. Identify a security threat</p>	<p>2.1 Information on security threats is disseminated</p> <p>2.2 Simulation of security threat is conducted</p> <p>2.3 Actual security threat is identified</p> <p>2.4 Security threat is assessed</p>	<p>2.1 Applicable transport security legislation both local and international</p> <p>2.2 Workplace Procedures</p> <p>2.3 Security threats and incidents</p>	<p>2.1 Identifying applicable transport security legislation both local and international</p> <p>2.2 Reporting problems that arise when following security procedures</p> <p>2.3 Recognizing signs of pillage, theft and interference with stocks and goods</p> <p>2.4 Recognizing signs of security threats and situations</p>
<p>3. Respond to a security threat</p>	<p>3.1 Response to an identified security threat is in accordance with workplace procedures</p> <p>3.2 Security threats are handled within limits of responsibility using available communications systems in the workplace</p> <p>3.3 Documentation of security threat is prepared</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: 1.1 Security guards at access points and gates to secured areas 1.2 Locked doors, gates and fences 1.3 Use of personal electronic access cards 1.4 Recording of carrier and vehicle registration details at gates and checkpoints 1.5 Bag check points 1.6 Escorts for visitors in restricted areas 1.7 Access control in and out of restricted security areas 1.8 Use of ID cards 1.9 Video surveillance equipment 1.10 X-ray screening of baggage, cargo and goods 1.11 Explosives trace detection (ETD) screening of passengers, baggage, cargo and goods 1.12 Screening of passengers using hand-held and walk-through magnetometers
2. Security Threats	May include: 2.1 Explosive devices 2.2 Terrorist attack 2.3 Piracy 2.4 Robbery 2.5 Hostage 2.6 Cyber attack 2.7 Pillaging
3. Communications Systems	May include: 3.1 Phone 3.2 Radio 3.3 Email 3.4 Internet 3.5 SMS

EVIDENCE GUIDE

<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 may be assessed through:</p> <p>3.1 Written Test</p> <p>3.2 Direct observation and oral questioning</p> <p>3.3 Demonstration with questioning</p> <p>3.4 Interview</p>
<p>4. Context of Assessment</p>	<p>4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.</p>

UNIT OF COMPETENCY: PROVIDE EFFICIENT CUSTOMER SERVICE

UNIT CODE : LOG493204

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

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

	improvement		3.5 Negotiating Skills
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RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Determined customer service requirements 1.2 Rendered customer service 1.3 Monitored customer satisfaction 1.4 Prepared reports on customer satisfaction
2. Resource Implications	The following resources should be provided: 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Written Test 3.2 Direct observation and oral questioning 3.3 Demonstration with questioning 3.4 Interview
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

UNIT OF COMPETENCY: CONTRIBUTE TO QUALITY SYSTEMS

UNIT CODE : LOG493205

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms are elaborated in the Range of Variable</i>	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Apply quality concepts	1.1 Workplace <i>quality concepts</i> are identified 1.2 Responsibility for quality of work is assumed 1.3 Quality concepts are applied at work	1.1 Quality concepts 1.2 Workplace Procedures 1.3 Job roles and responsibilities	1.1 Communicating skills 1.2 Documenting skills 1.3 Applying basic quality concepts at work 1.4 Comprehending information and work instructions 1.5 Working collaboratively with others
2. Evaluate proposed work process improvements	2.1 Proposed <i>work process improvements</i> are drafted 2.2 Proposed process improvements are shortlisted 2.3 Probable work process improvements are evaluated	2.1 Work process improvement concepts 2.2 Methods of evaluating work process improvements	2.1 Analyzing skills 2.2 Evaluating work process improvements

3. Implement work process improvements	3.1 Feasible work process improvements are selected	3.1 Methods of implementing work process improvements	3.1 Selecting feasible work process improvement
	3.2 Work process improvement is implemented	3.2 Work process improvement metrics	3.2 Monitoring work process improvement
	3.3 Work process improvements are monitored		

RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Applied workplace quality concepts 1.2 Evaluated proposed work process improvements 1.3 Implemented work process improvements
2. Resource Implications	The following resources should be provided: 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
3. Methods of Assessment	Competency in this unit must be assessed through: 3.1 Written test 3.2 Direct observation and oral questioning
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

UNIT OF COMPETENCY: COMPLY WITH WORKPLACE PROCEDURES IN HANDLING STOCKS

UNIT CODE : LOG493206

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms are elaborated in the Range of Variable</i>	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Categorize stocks	1.1 Warehouse personnel is required to attend product orientation 1.2 Stocks are grouped according to classification 1.3 Stock movements are considered in stocks classification	1.1 Stocks Classification 1.2 Sources of product information 1.3 Organizational Chart 1.4 Product codes 1.5 Barcode structure 1.6 Shelf life 1.7 Batch number 1.8 Quality status 1.9 Inventory reports	1.1 Identifying stocks 1.2 Classifying stocks 1.3 Interpreting codes
2. Identify storage locations	2.1 Stocks storage requirements are identified. 2.2 Stocks storage locations are assigned based on product storage requirements, volume, movements, and available space 2.3 Stock locator chart is designed for efficient stock movements.	2.1 Warehouse layout 2.2 Stock locator chart 2.3 Stocks storage Requirements 2.4 Inventory reports 2.5 Stock movement reports 2.6 Stacking height 2.7 Palletizing	2.1 Determining storage locations 2.2 Interpreting barcodes

		scheme	
3. Follow stocks handling procedures	3.1 Orientation on stock handling procedures is undertaken 3.2 Stock handling procedures are observed 3.3 Stock handling procedures are updated as necessary	3.1 Stocks handling procedures 3.2 Workplace procedures 3.3 Deviations from procedures	3.1 Handling stocks 3.2 Reporting skills

RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Categorized stocks according to stocks classification 1.2 Identified storage locations according to product storage requirements, volume, movements, and available space 1.3 Followed stocks handling procedures
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2. Resource Implications	<p>The following resources should be provided:</p> <p>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>Competency in this unit may be assessed through:</p> <p>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>4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.</p>

UNIT OF COMPETENCY: MAINTAIN WAREHOUSE RECORDS

UNIT CODE : LOG493207

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

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

RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Recorded warehouse data accurately 1.2 Controlled document effectively 1.3 Prepared timely warehouse reports
2. Resource Implications	The following resources should be provided: 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
3. Methods of Assessment	Competency in this unit must be assessed through: 3.1 Written test 3.2 Direct observation and oral questioning
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

CORE COMPETENCIES

UNIT OF COMPETENCY : PLAN WAREHOUSE INVENTORY ACTIVITY

UNIT CODE : AB-LOG1381100132301

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to plan the inventory count schedule, activities, identify and analyze client's request, notices and advice.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Plan the inventory count schedule	1.1. Inventory count schedule is coordinated with <i>stakeholders</i> 1.2. <i>Inventory count resources</i> are identified based on Inventory Count procedure 1.3. Inventory count schedule is determined based on agreed date 1.4. Inventory System freezes or cut-off is coordinated and approved by the clients.	Technology 1.1. Warehouse Management System (WMS) access and application requirements 1.2. Inventory count process 1.3. Inventory count resources Communication 1.4. Detailed information 1.5. Warehouse Standard Operating Procedures	1.1. Coordinating with the operation about the inventory count schedules 1.2. Navigating Warehouse Management System 1.3. Identifying inventory count resources 1.4. Applying the inventory count procedure 1.5. Interpersonal skills
2. Identify and analyze client's request, notices and advice	2.1. Advance Shipping Notification (ASN) is acknowledged 2.2. Shipment Order (SO) is created based on	Technology 2.1. Warehouse Management System (WMS) access and application	2.1. Interpreting and understanding ASN 2.2. Creating Shipment Orders

	<p>client's requirements</p> <p>2.3. Lot pallet number is prepared for Inbound transaction</p> <p>2.4. Picklist is generated based on the Shipment Order</p> <p>2.5. ASN/SO is coordinated with the operations team.</p>	<p>requirements</p> <p>2.2. Inventory count process</p> <p>2.3. Inventory count resources</p> <p>Communication</p> <p>2.4. Detailed information</p> <p>2.5. Advance Shipping Notification</p> <p>2.6. Inbound transactions</p> <p>2.7. Shipment Order</p> <p>2.8. Warehouse Standard Operating Procedures</p>	<p>in the systems</p> <p>2.3. Navigating Warehouse Management System</p> <p>2.4. Preparing inbound transaction</p> <p>2.5. Generating pick list based on the SO</p> <p>2.6. Interpersonal skills</p> <p>2.7. Coordinating with the operation team</p>
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Stakeholders	<p>May include:</p> <p>1.1 Team Leader</p> <p>1.2 Supervisor</p> <p>1.3 Manager</p> <p>1.4 Client</p>
2. Inventory count resources	<p>May include:</p> <p>2.1 Warehouse management system</p> <p>2.2 Count sheet, count tag</p> <p>2.3 Clipboard, ballpens, calculator, pencil</p> <p>2.4 Computers, printers, and scanners</p>
3. Operations team	<p>May include:</p> <p>3.1 Order processor</p> <p>3.2 Warehouse clerk</p> <p>3.3 Warehouse supervisor</p>

EVIDENCE GUIDE

1. Critical aspect of competencies	<p>Assessment requires evidence that the candidate</p> <p>1.1 Planned the inventory count schedule.</p> <p>1.1.1 Identify inventory count resources based on company inventory count procedure.</p> <p>1.1.2 Determined the inventory count schedule.</p> <p>1.1.3 Implemented the system freeze or cut-off.</p> <p>1.2 Identified and analyzed client's request, notices and advice.</p> <p>1.1.2 Acknowledged Advance shipping Notification.</p> <p>1.1.3 Created shipment order based on client requirements.</p> <p>1.1.4 Generated picklist based on shipment orders.</p> <p>1.1.5 Coordinated ASN/SO with the Operations Team.</p>
2. Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Computers/ Laptop</p> <p>2.2 Warehouse Management System (WMS)</p> <p>2.3 Appropriate Equipment and supplies</p> <p>2.4 Designated assessment area.</p>
3. Methods of Assessment	<p>Competency in this unit must be assessed through:</p> <p>3.1 Institutional Assessment</p> <p>3.2 Written test</p> <p>3.3 Practical/demonstration with oral questioning</p> <p>3.4 Interview</p>
4. Context for Assessment	<p>4.1 Can be assessed in an accredited assessment center with a simulation facility.</p> <p>4.2 Can be assessed in the actual workplace.</p>

UNIT OF COMPETENCY : **LEAD EXECUTION OF WAREHOUSE INVENTORY PLAN AND ACTIVITIES**

UNIT CODE : **AB- LOG1381100132302**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to prepare and execute inventory activities, and execute inbound and outbound activities.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Prepare and execute inventory activities	1.1. Pre-inventory orientation activity is conducted 1.2. Inventory count as per plan is performed based on the inventory policy and procedures. 1.3. Inventory activity results is analyzed based on the inventory policy and procedures. 1.4. Inventory reconciliation of count results is performed based in the procedure	Technology 1.1. Warehouse Management System (WMS) access and application requirements 1.2. Inventory count resources Communication 1.3. Reconciliation procedure 1.4. Inventory count procedure	1.1. Conducting the pre-inventory orientation 1.2. Performing the inventory count 1.3. Analyzing inventory results 1.4. Reconciling count results 1.5. Navigating the Warehouse Management System (WMS) 1.6. Inbound and outbound transaction

<p>2. Execute inbound and outbound activities</p>	<p>2.1. Inbound/ Outbound request is processed based on material handling requirements</p> <p>2.2. Inbound/ outbound documents is created according to the approved inventory count and operation plan.</p> <p>2.3. Inbound and outbound transaction is coordinated with the operations team.</p> <p>2.4. The warehouse management systems are updated based on standard operating procedures.</p> <p>2.5. Perform inventory count reconciliation or warehouse contingency measures/activities based on standard operating procedures.</p>	<p>Technology</p> <p>2.1. Warehouse Management System (WMS) access and application requirements</p> <p>Communication</p> <p>2.2. Documentation procedure</p> <p>2.3. Material handling process</p> <p>2.4. Standard operating procedures</p>	<p>2.1. Processing inbound and outbound request</p> <p>2.2. Creating documents for inbound and outbound transactions</p> <p>2.3. Navigating Warehouse Management System</p> <p>2.4. Generating of reports</p> <p>2.5. Handling materials</p> <p>2.6. Updating the warehouse management system</p> <p>2.7. Interpersonal Skills</p> <p>2.8. Inbound and outbound transaction</p>
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Plan	<p>May include:</p> <p>1.1 Cycle Count</p> <p>1.2 Wall to Wall</p>
2. Inventory activity results	<p>May include:</p> <p>2.1 Count Accuracy</p> <p>2.2 Inventory Shrinkage</p> <p>2.3 Error Rate</p>

	2.4 Stock Movement During Count
3. Material handling requirements	<p>May include:</p> <ul style="list-style-type: none"> 3.1 First in, First Out (FIFO) 3.2 First Expiry, First Out (FEFO) 3.3 Last in, First Out (LIFO) 3.4 Dangerous Goods 3.5 Fragile
4. Documents	<p>May include:</p> <ul style="list-style-type: none"> 4.1 Receiving Report 4.2 Picklist 4.3 Gate pass 4.4 Invoices 4.5 Transmittal 4.6 Waybill
5. Warehouse contingency measures/activities	<p>May include but not limited to:</p> <ul style="list-style-type: none"> 5.1 Stock Differences 5.2 Recounting 5.3 System updates 5.4 Shrinkage prevention

EVIDENCE GUIDE

<p>1. Critical aspect of competencies</p>	<p>Assessment requires evidence that the candidate</p> <ul style="list-style-type: none"> 1.1. Prepared and executed inventory activities. <ul style="list-style-type: none"> 1.1.1. Conducted Pre-inventory orientation activity. 1.1.2. Performed Inventory count as per plan is based in the procedures. 1.1.3. Analyzed Inventory activity results based in the procedures. 1.1.4. Performed Inventory reconciliation of count results based in the procedures. 1.2. Execute Inbound and Outbound activities. <ul style="list-style-type: none"> 1.2.1. Processed Inbound/ Outbound request based on material handling requirements. 1.2.2. Created Inbound/ outbound documents. 1.2.3. Coordinated Inbound and outbound transaction with the operations team.
<p>2. Resource Implications</p>	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1. Computers/ Laptop 2.2. Warehouse Management System (WMS) 2.3. Appropriate Equipment and supplies 2.4. Designated assessment area.
<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 test 3.3. Practical/demonstration with oral questioning 3.4. 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 : **ORGANIZE WAREHOUSE INVENTORY AND RESOURCES**

UNIT CODE : **AB- LOG1381100132303**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to determine the resources, inventory stock level in the warehouse, extract the current inventory summary report, check the stock inventory in both system vs. actual, and monitor the inventory movement.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Determine inventory stock level in the warehouse	1.1. Warehouse Management System (WMS) is navigated to view the stock availability/ level 1.2. Inventory level is determined based on the recent transactions 1.3. Current inventory summary report is checked based on Warehouse Management System (WMS) data. 1.4. Inventory status is communicated and reported to the operations team	Technology 1.1. Warehouse management System (WMS) 1.2. Inventory count resources Communication 1.3. Inventory Management 1.4. Communication protocols	1.1. Navigating Warehouse Management System (WMS) 1.2. Monitoring and checking skills 1.3. Communicating inventory status
2. Extract current inventory summary report.	2.1. Warehouse Management System (WMS) is accessed to check the current inventory summary report.	Technology 2.1. Warehouse Management System (WMS) Communication 2.2. Client communication	2.1. Navigating Warehouse Management System (WMS) 2.2. Monitoring skills

	<p>2.2. Inventory summary report is generated from Warehouse Management System (WMS)</p> <p>2.3. Summary report is prepared for report and checking reference.</p>	<p>protocols</p> <p>2.3. Concepts of inventory control systems or tools</p> <p>2.4. Inventory report generation</p> <p>2.5. Inventory Management</p>	<p>2.3. Communication skills</p> <p>2.4. Generating inventory summary and reports.</p>
3. Check stock inventory in both system vs. actual	<p>3.1 Generated inventory report from Warehouse Management System (WMS) is reviewed based on Inventory procedure</p> <p>3.2 Actual stock is checked based on generated inventory report</p> <p>3.3 Variances is reconciled based on actual and system transactions</p> <p>3.4 Document is kept and filed based on the standard operating procedures.</p>	<p>Technology</p> <p>3.1. Warehouse Management System (WMS)</p> <p>3.2. Inventory count resources</p> <p>Communication</p> <p>3.3. Client communication protocols</p> <p>3.4. Concepts of inventory control systems or tools</p> <p>3.5. Inventory report generation</p> <p>3.6. Inventory Management</p>	<p>3.1. Navigating Warehouse Management System (WMS)</p> <p>3.2. Generating inventory real time report</p> <p>3.3. Monitoring skills</p> <p>3.4. Communication skills</p> <p>3.5. Generating reports</p> <p>3.6. Reconciling variances</p> <p>3.7. Documentation skills</p>
4. Monitor inventory movement.	<p>4.1 Warehouse Management System (WMS) is navigated to view the inventory movement</p> <p>4.2 Inventory movement is updated in Warehouse Management System (WMS) based on</p>	<p>Technology</p> <p>4.1. Warehouse Management System (WMS)</p> <p>4.2. Computer and Radio Frequency Scanner</p> <p>Communication</p>	<p>4.1. Navigating Warehouse Management System (WMS)</p> <p>4.2. Monitoring skills</p> <p>4.3. Communication skills</p>

	<p>transactions (inbound/outbound)</p> <p>4.3 Variances in system vs. actual is validated based on transactions</p> <p>4.4 Confirmed discrepancies are reported to Immediate superior</p>	<p>4.3. Client communication protocols</p> <p>4.4. Concepts of inventory control systems or tools</p> <p>4.5. Inventory report generation</p> <p>4.6. Inventory Management</p>	<p>4.4. Updating and generating reports.</p> <p>4.5. Reconciling variances.</p> <p>4.6. Documentation skills.</p> <p>4.7. Reporting and confirming discrepancies</p>
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Transactions	<p>May include:</p> <p>1.1 Inbound</p> <p>1.2 Outbound</p>
2. Variances	<p>May include:</p> <p>2.1 Positive</p> <p>2.2 Negative</p>
3. Confirmed discrepancies	<p>May include:</p> <p>3.1 Shortages</p> <p>3.2 Overages</p> <p>3.3 Damaged goods</p> <p>3.4 Misplaced items</p> <p>3.5 Incorrect or missing labels</p> <p>3.6 Expired items</p> <p>3.7 Theft or loss</p>
4. Immediate superior	<p>May include:</p> <p>4.1 Team Leader</p> <p>4.2 Supervisor</p> <p>4.3 Manager</p>

EVIDENCE GUIDE

1. Critical aspect of competencies	Assessment requires evidence that the candidate: 1.1 Determined the inventory stock level in the warehouse 1.2 Extracted the current inventory summary report. 1.3 Checked the stock inventory in both system vs. actual. 1.4 Monitored the inventory movement.
2. Resource Implications	The following resources should be provided: 2.1 Computers/ Laptop 2.2 Warehouse Management System (WMS) 2.3 Appropriate Equipment and supplies 2.4 Designated assessment area.
3. Methods of Assessment	Competency in this unit must be assessed through: 3.1 Institutional Assessment 3.2 Written test 3.3 Practical/demonstration with oral questioning 3.4 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 : **CONTROL SITUATION AND CONTINGENCY FOR WAREHOUSE INVENTORY**

UNIT CODE : **AB- LOG1381100132304**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to analyze the inventory data in both the system and actual, perform cycle count system versus actual, monitor non-conforming stocks based on the warehouse SOP, and conduct inventory adjustment based on agreed inventory numbers/ results.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Analyze inventory data in both the system and actual	1.1. Warehouse Management System (WMS) is navigated to view the system book balance. 1.2. Current inventory data is checked based on the inbound and outbound transactions. 1.3. Current inventory data is generated based on the inbound and outbound transactions	Technology 1.1 Warehouse Management System (WMS) 1.2 Inventory count resources Communication 1.3 Inventory management 1.4 Inbound and outbound transaction analysis 1.5 Generation of inventory data	1.1 Analyzing the inventory actual and system data 1.2 Navigating Warehouse Management System (WMS) 1.3 Checking inventory data 1.4 Communication skills. 1.5 Generating reports 1.6 Analytical skills
2. Perform cycle count system versus actual	2.1. Generated inventory data from Warehouse Management System (WMS) is checked versus actual stock. 2.2. Variances is reconciled based on	Technology 2.1 Warehouse Management System (WMS) 2.2 Inventory count resources	2.1 Generating and checking inventory data from Warehouse Management System (WMS) 2.2 Reconciling inventory

	<p>actual and system balance.</p> <p>2.3. Stocks on hand are updated based on the cycle count activity</p> <p>2.4. Document is kept and filed based on the Standard Operating Procedures (SOP)</p>	<p>Communication</p> <p>2.3 Inventory Management</p> <p>2.4 Client communication protocols</p> <p>2.5 Concepts of inventory control systems or tools</p> <p>2.6 Inventory report generation</p> <p>2.7 Inbound and outbound transaction analysis</p>	<p>variances</p> <p>2.3 Navigating Warehouse Management System (WMS)</p> <p>2.4 Monitoring skills</p> <p>2.5 Communication skills</p> <p>2.6 Documenting and keeping filed based on the Standard Operating Procedures (SOP)</p> <p>2.7 Documentation skills</p>
3. Monitor non-conforming stocks	<p>3.1. Warehouse Management System (WMS) is navigated to view the non-conforming stocks</p> <p>3.2. Non-conforming stocks on hand are validated in actual based on record</p> <p>3.3. Non-conforming stocks are reported to authorized stakeholders</p> <p>3.4. Feedback/disposition on non-conforming stocks is applied based on the client's preference</p>	<p>Technology</p> <p>3.1. Warehouse Management System (WMS)</p> <p>3.2. Inventory count resources</p> <p>Communication</p> <p>3.3. Inventory management</p> <p>3.4. Client communication protocols</p> <p>3.5. Concepts of inventory control systems or tools</p> <p>3.6. Inventory report generation</p>	<p>3.1. Navigating Warehouse Management System (WMS)</p> <p>3.2. Validating non-conforming actual stocks vs records</p> <p>3.3. Monitoring skills.</p> <p>3.4. Feedback and inventory</p> <p>3.5. Generating reports.</p> <p>3.6. Validating skills</p>

	3.5. Updates on the status of non-confirming stocks are reported based on the client's disposition	3.7. Inbound and outbound transaction analysis 3.8. Proper handling SOP	3.7. Documentation skills 3.8. Updating and reporting non-confirming stocks
4. Conduct inventory adjustment	4.1. Warehouse Management System (WMS) is navigated to view the inventory results. 4.2. Adjustment of inventory balances is performed based on the agreed inventory numbers/results 4.3. Inventory balances is validated based on agreed inventory numbers/results for adjustment 4.4. Final report on inventory adjustment is generated for submission to stakeholders.	Technology 4.1. Warehouse Management System (WMS) 4.2. Inventory count resources Communication 4.3. Inventory report generation 4.4. Client communication Protocols 4.5. Concepts of inventory control systems or tools 4.6. Inventory Management	4.1. Navigating Warehouse Management System (WMS) 4.2. Monitoring skills 4.3. Communication skills 4.4. Generating reports 4.5. Adjusting inventories. 4.6. Validating inventory balances based on agreed inventory adjustments 4.7. Documenting inventory results.

RANGE OF VARIABLES

VARIABLE	RANGE
1. Transactions	May include: 1.1 Inbound 1.2 Outbound
2. Variances	May include: 2.1 Positive 2.2 Negative
3. Authorized stakeholders	May include: 3.1 Team Leader 3.2 Supervisor 3.3 Manager 3.4 Client

EVIDENCE GUIDE

1. Critical aspect of competencies	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Analyzed the inventory data in both the system and actual <ol style="list-style-type: none"> 1.1.1. Navigated Warehouse Management System (WMS) to view the system book balance 1.1.2. Checked Current inventory data based on the inbound and outbound transactions 1.2. Performed cycle count system versus actual <ol style="list-style-type: none"> 1.2.1. Checked Generated inventory data from WMS versus actual stock 1.2.2. Reconciled Variances based on actual and system balance 1.2.3. Updated Stocks on hand based on the cycle count activity 1.3. Monitored non-conforming stocks based on the warehouse SOP. <ol style="list-style-type: none"> 1.3.1. Navigated Warehouse Management System (WMS) to view the non-conforming stocks 1.3.2. Validated non-conforming stocks on hand in actual based on record. 1.4. Conducted inventory adjustment based on agreed inventory numbers/ results.
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	<p>1.4.1. Navigated Warehouse Management System (WMS) to view the inventory results</p> <p>1.4.2. Performed Adjustment of inventory balances based on the agreed inventory numbers/results</p> <p>1.4.3. Validated Inventory balances based on agreed inventory numbers/results for adjustment</p>
2. Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Computers/ Laptop</p> <p>2.2 Warehouse Management System (WMS)</p> <p>2.3 Appropriate Equipment and supplies</p> <p>2.4 Designated assessment area.</p>
3. Methods of Assessment	<p>Competency in this unit must be assessed through:</p> <p>3.1 Institutional Assessment</p> <p>3.2 Written test</p> <p>3.3 Practical/demonstration with oral questioning</p> <p>3.4 Interview</p>
4. Context for Assessment	<p>4.1 Can be assessed in an accredited assessment center with a simulation facility.</p> <p>4.2 Can be assessed in the actual workplace.</p>

UNIT OF COMPETENCY : **LEAD WAREHOUSE INVENTORY MEETING AND REPORTING ACTIVITIES**

UNIT CODE : **AB- LOG1381100132305**

UNIT DESCRIPTOR : This unit covers the knowledge, skills and attitudes required to set meeting schedules and invitations, and execute/ conduct reporting activities.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Set meeting schedules and invitations	1.1. Current inventory data is prepared based on the (inbound and outbound) transactions . 1.2. Meeting agenda is prepared based on reporting matrix 1.3. Meeting is scheduled and invitations is sent to stakeholders	Technology 1.1 Warehouse Management System (WMS) 1.2 Inventory count resources Communication 1.3 Inventory Management 1.4 Inbound and outbound transaction analysis 1.5 Generation of inventory data	1.1 Navigating Warehouse Management System (WMS) 1.2 Communication skills. 1.3 Generating reports 1.4 Interpersonal skills
2. Conduct reporting activities	2.1. Generated inventory data from Warehouse Management System (WMS) is gathered for presentation. 2.2. Presentation materials is prepared based on the inventory results 2.3. Inventory activity results are presented	Technology 2.1 Warehouse Management System (WMS) 2.2 Inventory count resources Communication 2.3 Inventory management 2.4 Client communication	2.1 Navigating Warehouse Management System (WMS) 2.2 Reporting skills 2.3 Communication skills 2.4 Generating reports

	to stakeholders 2.4. Minutes of the meeting is transcribed and documented 2.5. Minutes of the meeting are sent to stakeholders	protocols 2.5 Inventory result presentation 2.6 Concepts of inventory control systems or tools 2.7 Inventory Report Generation	2.5 Transcribing minutes of the meeting 2.6 Documentation skills
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Transactions	May include: 1.1 Inbound 1.2 Outbound
2. Meeting Agenda	May include but not limited to: 2.1 Inventory Performance Metrics 2.2 Inventory Discrepancies 2.3 Stock Levels and Replenishment 2.4 Order Fulfillment 2.5 Warehouse Efficiency 2.6 Technology and Systems 2.7 Risk and Compliance 2.8 Employee and Resource Management 2.9 Performance of Contingency Measures 2.10 Action Items from Previous Meetings 2.11 Communication and Coordination
3. Stakeholders	May include: 2.1 Team Leader 2.2 Supervisor 2.3 Manager 2.4 Client
4. Inventory activity	May include: 3.1 Cycle count 3.2 Inventory reconciliation 3.3 Inventory adjustment

EVIDENCE GUIDE

1. Critical aspect of competencies	Assessment requires evidence that the candidate: 1.1 . Set meeting schedules and invitations 1.2Execute/ conduct reporting activities 1.2.1 Generated inventory data from Warehouse Management System (WMS) is gathered for presentation 1.2.2 Presentation materials is prepared based on the inventory results 1.2.3 Inventory activity results are presented to stakeholders
2. Resource Implications	The following resources should be provided: 2.1 Computers/ Laptop 2.2 Warehouse Management System (WMS) 2.3 Appropriate Equipment and supplies 2.4 Designated assessment area.
3. Methods of Assessment	Competency in this unit must be assessed through: 3.1 Institutional Assessment 3.2 Written test 3.3 Practical/demonstration with oral questioning 3.4 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.

GLOSSARY OF TERMS

1. 5S	Derived from the Japanese words seiri, seiton, seiso, seiketsu, and shitsuke. In English, they can be roughly translated as sort, set in order, clean, standardize, and sustain. The cornerstone of 5S is that untidy, cluttered work areas are not productive.
2. Actual Stock	Refers to the physically available quantity of goods in a warehouse or inventory. It is the real-time count of what is currently in storage, which may differ from recorded stock due to discrepancies, damages, or shrinkage.
3. Advance Shipping Notice (ASN)	A message used for supply chain execution and logistics, the advance ship notice or advance shipping notice (ASN) is an alert or notification of pending deliveries, with similar information provided by the packing list and/or bill of lading.
4. Book Balance	The cost of inventory on hand, as stated in an organization's accounting records? It includes the cost of all types of inventories, including raw materials, work-in-process, finished goods, and merchandise.
5. Counterbalance-Electric/ LPG, Diesel Gasoline (CB)	Are units that have been designed with a large counterweight in the rear that offsets the weight of the load being carried on the tynes, preventing the unit from tipping over.
6. Delivery Receipt (DR)	A document stating the type and quantity of goods that have arrived at a place that the buyer signs to show that they have received the goods
7. First Expiry, First Out (FEFO)	A term used in field inventory management to describe a way of dealing with the logistics of products that have a limited shelf life.
8. First in, First Out (FIFO)	First In, First Out. Goods that are stored first will be released first.
9. First in, Last out (FILO)	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.
10. Good Warehousing Practices (GWP)	Refers to the set of guidelines and procedures established to ensure efficient, safe, and organized warehouse operations. These practices are crucial for maintaining product quality, inventory accuracy, and overall operational excellence within a warehouse environment.
11. Hand Pallet Truck (HPT)	Refers to a pallet jack or pump truck, which is a specifically designed trolley used for transporting and lifting pallets. It is often found in stockrooms, warehouses, and construction sites.
12. Inbound Transaction	Refers to the process of receiving goods or materials into a warehouse or facility. This includes receiving shipments

	from suppliers, verifying quantities, inspecting for quality, and recording the goods in the inventory system.
13. Inventory Adjustment	Corrections of inventory or stock records to bring them into agreement with the findings of the actual physical inventory. Inventory adjustments are increases or decreases made in inventory to account for theft, loss, breakages, and errors in the amount or number of items received.
14. Inventory Count	A physical inventory, also known as a stock take, is the process of manually counting and verifying the number of goods and materials a business has in its stock at a specific time.
15. Inventory Cycle Count	A process that requires you to count a small amount of your inventory at a specific time, usually on a set day, without handling your entire stock in one go.
16. Inventory Level	Refers to the current quantity of stock or materials available in a warehouse or storage facility at any given time. It helps in tracking how much of a product is on hand, aiding in inventory management and restocking decisions.
17. Inventory Movement	Refers to all movements of inventory items that occur, including issues to end-users, receipts from suppliers, and transfers between warehouses and storerooms.
18. Inventory non-conforming product.	A product that does not fulfill its specified requirements. Nonconformances can occur in both products and processes.
19. Inventory System Freeze	It allows the user to freeze inventory levels as of a certain date, usually the end of the period. This allows the company to continue doing business while still being able to go back and analyze inventory levels and values as of the freeze date.
20. Inventory Variances	Refers to the discrepancy or difference between the recorded amount of inventory and the actual physical count.
21. Last in, First Out (LIFO)	Last In, First Out (LIFO). Goods/items that are stored last will be released first.
22. Lot Pallet	Refers to a pallet that contains a specific batch or group of items, usually identified by a unique "lot" number. This helps in tracking inventory based on production or expiration dates, as well as other batch-specific information.
23. Lot Pallet Number	A unique identifier assigned to a pallet that holds a specific lot or batch of goods. The number helps track and manage the specific group of items in the supply chain or warehouse.
24. Material Document (MD)	A document such as a goods issue, a goods receipt, or material movements
25. Material Handling Equipment (MHE)	A mechanical equipment used for the movement, storage, control, and protection of materials, goods and products.

26. Movement Type (MT)	Movement type in SAP is a 3-digit code that is used to identify the type of material movement in the system. The movement type is used to determine the type of transaction being executed, such as goods receipt, goods issue, transfer posting, or stock transfer.
27. Non-Conforming Stocks	Refer to items in inventory that do not meet required standards or specifications. These items may be defective, damaged, expired, or otherwise unsuitable for use or sale and may need to be segregated for inspection, return, or disposal.
28. Physical Counting	A process of package volume physical count or validation.
29. Picklist	A document or digital list used by warehouse personnel to guide the process of selecting and retrieving specific items from inventory for customer orders, production, or other purposes.
30. Power Pallet Truck (PPT)	Electric pallet trucks, or powered pallet jacks, are power-driven to allow the lifting and moving of heavier and stacked pallets over longer distances. Power pallet trucks are used essentially for horizontal movement of pallet loads, which makes them ideal for large spaces and warehouses.
31. PPE's	Commonly referred to as "PPE", is equipment worn to minimize exposure to hazards that cause serious workplace injuries and illnesses. These injuries and illnesses may result from contact with chemical, radiological, physical, electrical, mechanical, or other workplace hazards.
32. Product Code	A unique identifier assigned to a product. It can be a series of numbers, letters, or a combination of both, designed to distinguish one item from another.
33. Product Description	It provides all the information and details of your product
34. Product Freshness	Refers to the maintenance of the product range's use by date coding in order to ensure no expired product remains on the product display units prior to the next planned retailer call.
35. Product Label	Are tags that give consumers essential details such as ingredients, usage instructions, safety warnings, and branding elements.
36. Product Life	The life cycle of a product is broken into four stages—introduction, growth, maturity, and decline.
37. Product Tagging	The process of attaching metadata to your products in the form of tags or labels.
38. Purchase Order (PO)	Is a legally binding document created by a buyer and presented to a seller.
39. Reach truck (RT)	Is a narrow-aisle, right-angle stacking truck designed for unit load handling with rack interface. These lift trucks are

	meant to operate in narrow aisles and are best for storing and retrieving pallets in racks.
40. Receiving Report (RR)	A document used by companies to record materials received from suppliers during deliveries. Generally, receiving reports prepared by shipping or receiving staff are shared with other departments to notify them about received items.
41. Reconciliation	The process of comparing physical inventory counts with records of inventory on hand. This is an important process, as it helps reduce stock discrepancies and understand why there are discrepancies in the first place.
42. Sales Order (SO)	A document generated by the seller specifying the details about the product or services ordered by the customer.
43. Shelf Life	The length of time that a commodity may be stored without becoming unfit for use, consumption, or sale.
44. Stakeholders	An individual or a group of individuals with an interest, often financial, in the success of a business.
45. Standard Operating Procedures	Standard Operating Procedures - These are written instructions intended to document how to perform a routine activity to ensure consistency and quality in the products.
46. Transmittal	Turn over log sheet containing airwaybill numbers of packages/shipments transferring from one point to another.
47. Warehouse Management System (WMS)	Software that streamlines every part of warehouse management—from receiving to storage to picking, packing, shipping, inventory tracking, and all the steps in between.
48. Waybill	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

ROMERO L. CAPITO

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

EDELBERTO T. SUSULIN

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

MARICRIS P. REY

Airfreight 2100, Inc.
KM 14 1709 West Service Road,
Parañaque, 1714 Metro Manila

NCR ABDD TVET FOCALS

NELSON T. EFREN

TESDA-PasMak
TESDA 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

RAMIL B. NISPEROS

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

ARIEL D. ACEDO

MSL - OneStop Warehousing Solution Inc.
(OWSI)
B60 Damayan St Sitio Lumang Ilog, Brgy.
San Juan, Taytay, Rizal

MONETTE M. NEGADO

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

EDEN F. TUGADE

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

THE SECRETARIAT

ROCEL M. ALCASODA

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