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SELF ASSESSMENT GUIDE

Qualification:	MULTIMODAL TRANSPORT OPERATIONS AND LOGISTICS SERVICES NC III		
Units of Competency Covered:	<ul style="list-style-type: none"> • Provide transport information to customers • Promote and develop freight services to customers • Evaluate and confirm customer freight transport requirements • Monitor and coordinate transport execution and documentation 		
Instruction:	<ul style="list-style-type: none"> • Read each of the questions in the left-hand column of the chart. • Place a check in the appropriate box opposite each question to indicate your answer. 		
Can I?	YES	NO	
PROVIDE TRANSPORT INFORMATION TO CUSTOMERS			
Communicate transport information to customer			
• Gather and coordinate transport information with overseas agent. *			
• Communicate customer inquiries on transport information in accordance with available data.			
• Provide transport information to consignee or authorized broker.			
Monitor transport status*			
• Gather advanced copies of shipping documents. *			
• Check and verify advanced transport documents. *			
• Request updated transport information from overseas agent. *			
• Communicate any discrepancy noted in the transport document to overseas agent for necessary correction in accordance with workplace procedure. *			
• Forward final transport documents to documentation clerk for preparation and submission of manifest in accordance with regulatory and workplace procedure. *			
Provide arrival details and charges to customer			
• Gather cargo information and local charges. *			

<ul style="list-style-type: none"> • Coordinate cargo status with concerned parties. * 		
<ul style="list-style-type: none"> • Keep and retain import records within prescribed retention period for reportorial purposes. 		
PROMOTE AND DEVELOP FREIGHT SERVICES TO CUSTOMERS		
Recognize opportunities to promote freight services		
<ul style="list-style-type: none"> • Identify other freight services available for cross-selling based on client needs and requirements.* 		
<ul style="list-style-type: none"> • Determine type of services applicable to clients' requirements.* 		
<ul style="list-style-type: none"> • Explain features of services in relation to customer's current/potential other requirements. * 		
<ul style="list-style-type: none"> • Refer client to sales and marketing department for handling and proper action.* 		
Provide updates on industry trends and government regulations		
<ul style="list-style-type: none"> • Familiarize industry trends and new government regulations.* 		
<ul style="list-style-type: none"> • Disseminate information updates to all concerned parties in accordance with the workplace procedures.* 		
<ul style="list-style-type: none"> • Monitor implementation of new regulations in accordance with workplace procedures.* 		
Maintain and strengthen relationship with customers *		
<ul style="list-style-type: none"> • Maintain regular communication with clients in order to establish quick response to their requirements. * 		
<ul style="list-style-type: none"> • Acknowledge special occasions and events such as company anniversaries.* 		
<ul style="list-style-type: none"> • Report feedbacks and updates from clients to concerned parties in the company for proper follow up actions in accordance to workplace procedure. * 		
EVALUATE AND CONFIRM CUSTOMER FREIGHT TRANSPORT REQUIREMENTS		
Familiarize client's transport requirements *		
<ul style="list-style-type: none"> • Identify cargo specifications, nature and characteristics, size and measurements and weight.* 		
<ul style="list-style-type: none"> • Identify regulatory and applicable transport procedures, methods / modes, schedules and routes, in accordance with transport requirements.* 		

<ul style="list-style-type: none"> Identify and evaluate specific transport requirements in accordance with workplace procedures, operational capabilities and resources.* 		
<ul style="list-style-type: none"> Undertake risk assessment of transport service in accordance with workplace policy and procedures.* 		
Assess operations to meet customer's transport requirements*		
<ul style="list-style-type: none"> Communicate any deviation on the transport plan in accordance with workplace procedures.* 		
<ul style="list-style-type: none"> Assess potential challenges and risks for any contingency plan.* 		
<ul style="list-style-type: none"> Report progress report on execution of the transport plan in accordance with workplace procedure.* 		
<ul style="list-style-type: none"> Check confirmation on operating plan agreed with the customer with the sales department in accordance to company procedure.* 		
<ul style="list-style-type: none"> Involve other concerned departments in providing the service in the agreements with the customer.* 		
<ul style="list-style-type: none"> Re-confirm confirmation of agreement on transport methodology with the customer.* 		
Confirm agreement on customer's transport requirements*		
<ul style="list-style-type: none"> Check confirmation on operating plan agreed with the customer with the sales department in accordance to company procedures.* 		
<ul style="list-style-type: none"> Involve other concerned departments in providing the service in the agreements with the customer.* 		
<ul style="list-style-type: none"> Re-confirm confirmation of agreement on transport methodology with the customer.* 		
MONITOR AND COORDINATE TRANSPORT EXECUTION AND DOCUMENTATION		
Coordinate execution of transport plan		
<ul style="list-style-type: none"> Provide shipping instruction to overseas agent and other concerned parties. 		
<ul style="list-style-type: none"> Determine schedule of pick-up, departure and arrival dates and routes in accordance with agreed transport plan. 		
<ul style="list-style-type: none"> Obtain draft of transport documents from overseas agent for checking of accuracy in accordance with shipping instructions and workplace procedures. 		
<ul style="list-style-type: none"> Obtain final transport documents and other shipping requirements immediately upon departure. 		
<ul style="list-style-type: none"> Provide final transport documents to documentation clerk and liaison staff for proper documentation and processing. 		

Monitor transport status of cargo		
• Obtain confirmation of dispatch of freight from origin country from overseas agent.		
• Confirm arrival of cargo at port of entry with shipping line.		
• Track and trace cargo in transit regularly in accordance with workplace.		
• Monitor and coordinate processing of documents by documentation clerk and liaison staff in accordance with workplace procedures and timelines.		
• Check liquidation of expenses of liaison and documentation clerk in accordance with workplace procedures and timelines.		
Report cargo transport status		
• Report and coordinate any deviation or irregularities in the transport plan with superior and other concerned parties in accordance with workplace procedure.		
• Provide proof of delivery to the client, agent and other concerned parties.		
• Communicate status of cargo to client in accordance with workplace procedure.		
• Validate and check statistical reports submitted by documentation clerk prior to submission to superior.		
I agree to undertake assessment in the knowledge that information gathered will only be used for professional development purposes and can only be accessed by concerned assessment personnel and my manager/supervisor.		
Candidate's Name & Signature	Date:	

* *Critical Aspects of Competency*

NOTE: The Candidate MUST bring calculator to take the assessment.