

TRAINING REGULATIONS

WAREHOUSING SERVICES NC II



Logistics and Storing Sector

Technical Education and Skills Development Authority
East Service Road, South Superhighway, Taguig, Metro Manila

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

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

The Training Regulations (TR) serve as basis for the:

- 1 Competency assessment and certification;
- 2 Registration and delivery of training programs; and
- 3 Development of curriculum and assessment instruments.

Each TR has four sections:

- Section 1 Definition of Qualification - refers to the group of competencies that describes the different functions of the qualification.
- Section 2 Competency Standards - gives the specifications of competencies required for effective work performance.
- Section 3 Training Arrangements - contains information and requirements in designing training program for certain Qualification. It includes curriculum design, training delivery; trainee entry requirements; tools and requirements; tools and equipment; training facilities and trainer's qualification.
- Section 4 Assessment and Certification Arrangements - describes the policies governing assessment and certification procedure

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TRAINING REGULATIONS FOR WAREHOUSING SERVICES NC II

SECTION 1: WAREHOUSING SERVICES NC II QUALIFICATION

The **WAREHOUSING SERVICES NC II** Qualification covers the storage of goods prior to distribution to end-users. These goods must be accessible and protected. It aims to provide quality services particularly satisfying customers' needs and requirements while utilizing space, equipment and labor effectively and at the same time complying with planning and regulatory requirements.

The Units of Competency comprising this Qualification include the following:

BASIC COMPETENCIES

CODE NO.	Units of Competency
500311105	Participate in workplace communication
500311106	Work in a team environment
500311107	Practice career professionalism
500311108	Practice occupational health and safety procedures

COMMON COMPETENCIES

CODE NO.	Units of Competency
LOG432201	Apply knowledge in warehouse operations
LOG432202	Perform industry calculation in warehousing operations
TRS311204	Perform workplace security and safety
LOG432203	Provide effective customer service
LOG432204	Contribute to quality system
LOG432205	Follow specifications and manuals of instructions when storing products
LOG432206	Maintain and use hand tools
TRS311203	Perform computer operations

CORE COMPETENCIES

CODE NO.	Units of Competency
LOG432301	Receive stocks/goods
LOG432302	Store stocks/goods
LOG432303	Pick stocks/goods
LOG432304	Issue/dispatch stocks/goods
LOG432305	Pack stocks/goods
LOG432306	Operate and maintain manual material handling equipment

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

- Warehouse Checker
- Warehouse Picker
- Dispatcher
- Warehouse Packer
- Materials Handler
- Warehouseperson

SECTION 2: COMPETENCY STANDARDS

This section gives the details of the contents of the units of competency required in **WAREHOUSING SERVICES NC II**. These units of competency are categorized into basic, common, core and elective competencies.

BASIC COMPETENCIES

UNIT OF COMPETENCY: PARTICIPATE IN WORKPLACE COMMUNICATION

UNIT CODE : 500311105

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Obtain and convey workplace information	1.1 Specific and relevant information is accessed from appropriate sources 1.2 Effective questioning , active listening and speaking skills are used to gather and convey information 1.3 Appropriate medium is used to transfer information and ideas 1.4 Appropriate non-verbal communication is used 1.5 Appropriate lines of communication with supervisors and colleagues are identified and followed	<ul style="list-style-type: none"> • Procedure of gathering workplace information • Techniques in gathering information • Effective methods of conveying information • Written communication methods • Techniques in conveying communication • Different modes of communication • Organizational policies • Communication procedures and systems • Technology relevant to the enterprise and the individual's work responsibilities 	<ul style="list-style-type: none"> • Gathering of workplace information skills • Sourcing of information skills • Sorting of information skills • Obtaining workplace information skills • Conveying workplace information skills • Gathering and providing information in response to workplace Requirements

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	1.6 Defined workplace procedures for the location and storage of information are used 1.7 Personal interaction is carried out clearly and concisely		
2. Participate in workplace meetings and discussions	2.1 Team meetings are attended on time 2.2 Own opinions are clearly expressed and those of others are listened to without interruption 2.3 Meeting inputs are consistent with the meeting purpose and established protocols 2.4 Workplace interactions are conducted in a courteous manner 2.5 Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded to 2.6 Meetings outcomes are interpreted and implemented	<ul style="list-style-type: none"> • Effective communication • Different modes of communication • Written communication • Organizational policies • Communication procedures and systems • Decorum in participating workplace meetings and discussions 	<ul style="list-style-type: none"> • Participating skills in workplace meetings and discussions • Following simple spoken language • Completing work related documents • Estimating, calculating and recording routine workplace measures • Relating to people of social range in the workplace • Gathering and providing information in response to workplace Requirements

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Complete relevant work related documents	3.1 Range of forms relating to conditions of employment are completed accurately and legibly 3.2 Workplace data is recorded on standard workplace forms and documents 3.3 Basic mathematical processes are used for routine calculations 3.4 Errors in recording information on forms/ documents are identified and properly acted upon 3.5 Reporting requirements to supervisor are completed according to organizational guidelines	<ul style="list-style-type: none"> • Methods of making/completing work related documents • Company standards and procedures in making work related documents • Effective communication • Different modes of communication • Written communication • Organizational policies • Communication procedures and systems • Technology relevant to the enterprise and the individual's work responsibilities 	<ul style="list-style-type: none"> • Documenting skills • Report writing skills • Making/developing work related documents • Perform routine workplace duties following simple written notices • Completing work related documents • Estimating, calculating and recording routine workplace measures • Ability to relate to people of social range in the workplace

RANGE OF VARIABLES

VARIABLE	RANGE
1. Appropriate sources	1.1. Team members 1.2. Suppliers 1.3. Trade personnel 1.4. Local government 1.5. Industry bodies
2. Medium	2.1. Memorandum 2.2. Circular 2.3. Notice 2.4. Information discussion 2.5. Follow-up or verbal instructions 2.6. Face to face communication
3. Storage	3.1. Manual filing system 3.2. Computer-based filing system
4. Forms	4.1. Personnel forms 4.2. telephone message forms 4.3. safety reports
5. Protocols	5.1. Observing meeting 5.2. Compliance with meeting decisions 5.3. Obeying meeting instructions
6. Workplace interactions	6.1. Face to face 6.2. Telephone 6.3. Electronic and two way radio 6.4. Written including electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Prepared written communication following standard format of the organization 1.2. Accessed information using communication equipment 1.3. Made use of relevant terms as an aid to transfer information effectively 1.4. Conveyed information effectively adopting the formal or informal communication
2. Resource Implications	<ul style="list-style-type: none"> 2.1. Fax machine 2.2. Telephone 2.3. Writing materials 2.4. Internet
3. Methods of Assessment	<ul style="list-style-type: none"> 3.1. Direct Observation 3.2. Oral interview and written test
4. Context of Assessment	<ul style="list-style-type: none"> 4.1. Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor 4.2. Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines

UNIT OF COMPETENCY: WORK IN TEAM ENVIRONMENT**UNIT CODE : 500311106****UNIT DESCRIPTOR :** This unit covers the skills, knowledge and attitudes to identify role and responsibility as a member of a team.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Describe team role and scope	1.1. The role and objective of the team is identified from available sources of information 1.2. Team parameters, reporting relationships and responsibilities are identified from team discussions and appropriate external sources	<ul style="list-style-type: none"> • Company vision/mission statements • Company policies and employee code of conduct • Communication process • Team structure • Team roles • Group planning and decision making 	<ul style="list-style-type: none"> • Communicating skills appropriately and consistent with the culture of the workplace • Adopting skills to team role and scope of responsibilities
2. Identify own role and responsibility within team	2.1. Individual role and responsibilities within the team environment are identified 2.2. Roles and responsibility of other team members are identified and recognized 2.3. Reporting relationships within team and external to team are identified	<ul style="list-style-type: none"> • Company vision/mission statements • Company policies and employee code of conduct • Communication process • Team structure • Team roles • Group planning and decision making • Methods and techniques of role and responsibility identification with a team 	<ul style="list-style-type: none"> • Communicating skills appropriately and consistent with the culture of the workplace • Role and responsibility identification skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Work as a team member	3.1. Effective and appropriate forms of communications used and interactions undertaken with team members who contribute to known team activities and objectives 3.2. Effective and appropriate contributions made to complement team activities and objectives, based on individual skills and competencies and workplace context 3.3. Observed protocols in reporting using standard operating procedures 3.4. Contribute to the development of team work plans based on an understanding of team's role and objectives and individual competencies of the members.	<ul style="list-style-type: none"> • Approaches of interacting with team members • Types of communications used in effective interaction with team members • Methods of working as a team • Techniques in working as a team 	<ul style="list-style-type: none"> • Team working skills • Communicating skills appropriately and consistent with the culture of the workplace • Skills in observing protocols when making reports • Using standard procedures when making reports • Developing teamwork plans based on team's role and objectives

RANGE OF VARIABLES

VARIABLE	RANGE
1. Role and objective of the team	1.1. Work activities in a team environment with enterprise or specific sector 1.2. Limited discretion, initiative and judgment maybe demonstrated on the job, either individually or in a team environment
2. Sources of information	2.1. Standard operating and/or other workplace procedures 2.2. Job procedures 2.3. Machine/equipment manufacturer's specifications and instructions 2.4. Organizational or external personnel 2.5. Client/supplier instructions 2.6. Quality standards 2.7. OHS and environmental standards
3. Workplace context	3.1. Work procedures and practices 3.2. Conditions of work environments 3.3. Legislation and industrial agreements 3.4. Standard work practice including the storage, safe handling and disposal of chemicals 3.5. Safety, environmental, housekeeping and quality guidelines

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Operated in a team to complete workplace activity 1.2. Worked effectively with others 1.3. Conveyed information in written or oral form 1.4. Selected and used appropriate workplace language 1.5. Followed designated work plan for the job 1.6. Reported outcomes
2. Resource Implications	<p>The following resources MUST be provided:</p> <ol style="list-style-type: none"> 2.1. Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2. Materials relevant to the proposed activity or tasks
3. Methods of Assessment	<p>Competency may be assessed through:</p> <ol style="list-style-type: none"> 3.1. Observation of the individual member in relation to the work activities of the group 3.2. Observation of simulation and or role play involving the participation of individual member to the attainment of organizational goal 3.3. Case studies and scenarios as a basis for discussion of issues and strategies in teamwork
4. Context for Assessment	<ol style="list-style-type: none"> 4.1. Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor 4.2. Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines

UNIT OF COMPETENCY: PRACTICE CAREER PROFESSIONALISM**UNIT CODE : 500311107****UNIT DESCRIPTOR :** This unit covers the knowledge, skills and attitudes in promoting career growth and advancement.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Integrate personal objectives with organizational goals	1.1 Personal growth and work plans are pursued towards improving the qualifications set for the profession 1.2 Intra- and interpersonal relationships are maintained in the course of managing oneself based on performance evaluation 1.3 Commitment to the organization and its goal is demonstrated in the performance of duties	<ul style="list-style-type: none"> • Work values and ethics (Code of Conduct, Code of Ethics, etc.) • Company policies • Company operations, procedures and standards • Company mission/vision statements • Ways of integrating personal objectives with organizational goals 	<ul style="list-style-type: none"> • Integrating skills of personal objectives with organizational goals • Pursuing personal growth and work plans • Demonstrating commitment to the organization and its goals • Intra and Interpersonal skills
2. Set and meet work priorities	2.1 Competing demands are prioritized to achieve personal, team and organizational goals and objectives. 2.2 Resources are utilized efficiently and effectively to manage work priorities and commitments	<ul style="list-style-type: none"> • Company policies • procedures and standards • Company and departmental goals and priorities • Managing priorities and commitments • Economic use and maintenance of equipment and facilities 	<ul style="list-style-type: none"> • Setting skills of work priorities • Meeting with work priorities • Intra and Interpersonal skills • Communication skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.3 Practices along economic use and maintenance of equipment and facilities are followed as per established procedures	<ul style="list-style-type: none"> • Ways and means of practicing economic use and maintenance of equipment and facilities 	
3. Maintain professional growth and development	<p>3.1 <i>Trainings and career opportunities</i> are identified and availed of based on job requirements</p> <p>3.2 <i>Recognitions</i> are sought/received and demonstrated as proof of career advancement</p> <p>3.3 <i>Licenses and/or certifications</i> relevant to job and career are obtained and renewed</p>	<ul style="list-style-type: none"> • Ways of identifying trainings and career opportunities • Techniques of seeking and receiving recognitions • Procedures of obtaining licenses and/or certifications relevant to the job 	<ul style="list-style-type: none"> • Identifying trainings and career opportunities • Seeking recognitions are sought/received and demonstrated as proof of career advancement • Obtaining and renewing Licenses and/or certifications relevant to job and career

RANGE OF VARIABLES

VARIABLE	RANGE
1. Evaluation	1.1 Performance Appraisal 1.2 Psychological Profile 1.3 Aptitude Tests
2. Resources	2.1 Human 2.2 Financial 2.3 Technology 2.3.1 Hardware 2.3.2 Software
3. Trainings and career opportunities	3.1 Participation in training programs 3.1.1 Technical 3.1.2 Supervisory 3.1.3 Managerial 3.1.4 Continuing Education 3.2 Serving as Resource Persons in conferences and workshops
4. Recognitions	4.1 Recommendations 4.2 Citations 4.3 Certificate of Appreciations 4.4 Commendations 4.5 Awards 4.6 Tangible and Intangible Rewards
5. Licenses and/or certifications	5.1 National Certificates 5.2 Certificate of Competency 5.3 Support Level Licenses 5.4 Professional Licenses

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Attained job targets within key result areas (KRAs) 1.2 Maintained intra - and interpersonal relationship in the course of managing oneself based on performance evaluation 1.3 Completed trainings and career opportunities which are based on the requirements of the industries 1.4 Acquired and maintained licenses and/or certifications according to the requirement of the qualification
2. Resource Implications	The following resources MUST be provided: 2.1 Workplace or assessment location 2.2 Case studies/scenarios
3. Methods of Assessment	Competency may be assessed through: 3.1 Portfolio Assessment 3.2 Interview 3.3 Simulation/Role-plays 3.4 Observation 3.5 Third Party Reports 3.6 Exams and Tests
4. Context of Assessment	4.1 Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor 4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines

UNIT OF COMPETENCY: PRACTICE OCCUPATIONAL HEALTH AND SAFETY PROCEDURES**UNIT CODE : 500311108****UNIT DESCRIPTOR :** This unit covers the outcomes required to comply with regulatory and organizational requirements for occupational health and safety.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify hazards and risks	<p>1.1 Safety regulations and workplace safety and hazard control practices and procedures are clarified and explained based on organization procedures</p> <p>1.2 Hazards/risks in the workplace and their corresponding indicators are identified to minimize or eliminate risk to co-workers, workplace and environment in accordance with organization procedures</p> <p>1.3 Contingency measures during workplace accidents, fire and other emergencies are recognized and established in accordance with organization procedures</p>	<ul style="list-style-type: none"> • Company workplace safety regulations • Industry hazard control practices and procedures • Internationally recognized OHS procedures and practices and regulations • PPE types and uses • Personal hygiene practices • Hazards/risks identification and control • Threshold Limit Value -TLV • OHS indicators • Organization safety and health protocol • Safety consciousness • Health consciousness 	<ul style="list-style-type: none"> • Clarifying and explaining safety regulations and workplace safety and hazard control • Identifying hazards/risks in the workplace and their corresponding indicators • Recognizing contingency measures during workplace accidents, fire and other emergencies • Practice of personal hygiene • Interpersonal skills • Communication skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Evaluate hazards and risks	<p>2.1 Terms of maximum tolerable limits which when exceeded will result in harm or damage are identified based on threshold limit values (TLV)</p> <p>2.2 Effects of the hazards are determined</p> <p>2.3 OHS issues and/or concerns and identified safety hazards are reported to designated personnel in accordance with workplace requirements and relevant workplace OHS legislation</p>	<ul style="list-style-type: none"> • Methods of identifying terms of maximum tolerable limits • Hazard effects • Reporting methods on OHS issues/concerns • OHS procedures and practices and regulations • PPE types and uses • Hazards/risks identification and control • Threshold Limit Value -TLV • OHS indicators • Organization safety and health protocol • Safety consciousness • Health consciousness 	<ul style="list-style-type: none"> • Identifying terms of maximum tolerable limits • Determining effects of hazards and risks • Reporting OHS issues and/or concerns • Identifying safety hazards • Hazards/risks identification and control skills • Interpersonal skills • Communication skills
3. Control hazards and risks	<p>3.1 Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace are consistently followed</p> <p>3.2 Procedures for dealing with workplace accidents, fire and emergencies are followed in accordance with organization OHS policies</p>	<ul style="list-style-type: none"> • Ways of following Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace • Ways of following procedures for dealing with workplace accidents, fire and emergencies • Types and use of personal protective equipment (PPE) • OHS procedures and practices and regulations 	<ul style="list-style-type: none"> • Following occupational health and safety (OHS) procedures for controlling hazards/risks in workplace • Following procedures for dealing with workplace accidents, fire and emergencies • Using correctly personal protective equipment (PPE)

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>3.3 Personal protective equipment (PPE) is correctly used in accordance with organization OHS procedures and practices</p> <p>3.4 Appropriate assistance is provided in the event of a workplace emergency in accordance with established organization protocol</p>	<ul style="list-style-type: none"> • Methods and techniques in providing appropriate assistance in the event of a workplace emergency • Hazards/risks identification and control 	<ul style="list-style-type: none"> • Providing assistance in the event of a workplace emergency in accordance with established organization protocol
4. Maintain OHS awareness	<p>4.1 Emergency-related drills and trainings are participated in as per established organization guidelines and procedures</p> <p>4.2 OHS personal records are completed and updated in accordance with workplace requirements</p>	<ul style="list-style-type: none"> • Participation procedures in emergency-related drills and trainings • Ways of completing and updating OHS personal records • OHS procedures and practices and regulations • OHS indicators 	<ul style="list-style-type: none"> • Participating in emergency-related drills and trainings • Completing and updating OHS personal records

RANGE OF VARIABLES

VARIABLE	RANGE
1. Safety regulations	May include but are not limited to: 1.1 Clean Air Act 1.2 Building code 1.3 National Electrical and Fire Safety Codes 1.4 Waste management statutes and rules 1.5 Philippine Occupational Safety and Health Standards 1.6 DOLE regulations on safety legal requirements 1.7 ECC regulations
2. Hazards/Risks	May include but are not limited to: 2.1 Physical hazards – impact, illumination, pressure, noise, vibration, temperature, radiation 2.2 Biological hazards- bacteria, viruses, plants, parasites, mites, molds, fungi, insects 2.3 Chemical hazards – dusts, fibers, mists, fumes, smoke, gasses, vapors 2.4 Ergonomics <ul style="list-style-type: none"> • Psychological factors – over exertion/ excessive force, awkward/static positions, fatigue, direct pressure, varying metabolic cycles • Physiological factors – monotony, personal relationship, work out cycle
3. Contingency measures	May include but are not limited to: 3.1 Evacuation 3.2 Isolation 3.3 Decontamination 3.4 (Calling designed) emergency personnel
4. PPE	May include but are not limited to: 4.1 Mask 4.2 Gloves 4.3 Goggles 4.4 Hair Net/cap/bonnet 4.5 Face mask/shield 4.6 Ear muffs 4.7 Apron/Gown/coverall/jump suit 4.8 Anti-static suits

VARIABLE	RANGE
5. Emergency-related drills and training	5.1 Fire drill 5.2 Earthquake drill 5.3 Basic life support/CPR 5.4 First aid 5.5 Spillage control 5.6 Decontamination of chemical and toxic 5.7 Disaster preparedness/management
6. OHS personal records	6.1 Medical/Health records 6.2 Incident reports 6.3 Accident reports 6.4 OHS-related training completed

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: <ol style="list-style-type: none"> 1.1 Explained clearly established workplace safety and hazard control practices and procedures 1.2 Identified hazards/risks in the workplace and its corresponding indicators in accordance with company procedures 1.3 Recognized contingency measures during workplace accidents, fire and other emergencies 1.4 Identified terms of maximum tolerable limits based on threshold limit value- TLV. 1.5 Followed Occupational Health and Safety (OHS) procedures for controlling hazards/risks in workplace 1.6 Used Personal Protective Equipment (PPE) in accordance with company OHS procedures and practices 1.7 Completed and updated OHS personal records in accordance with workplace requirements
2. Resource Implications	The following resources must be provided: <ol style="list-style-type: none"> 2.1 Workplace or assessment location 2.2 OHS personal records 2.3 PPE 2.4 Health records
3. Methods of Assessment	Competency may be assessed through: <ol style="list-style-type: none"> 3.1 Portfolio Assessment 3.2 Interview 3.3 Case Study/Situation
4. Context for Assessment	<ol style="list-style-type: none"> 4.1 Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor 4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines

COMMON COMPETENCIES

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

UNIT CODE : **LOG432201**

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to apply warehousing operations and workplace procedures. It includes identifying major areas of the workplace in terms of workload, ethical practices and personal daily routine.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify major areas of the workplace	<p>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</p> <p>1.2 Organizational structure of the workplace and the relationship of structure to each occupation and classification grouping is outlined</p> <p>1.3 Individual responsibilities under industrial agreements are identified and acted on in the conduct of assigned duties</p> <p>1.4 Workplace hazards are identified and related hazard minimization procedures followed</p>	<ul style="list-style-type: none"> • Workplace procedures and standards and duty of care requirements including OH&S and environmental protection responsibilities • Conditions of service including: employer and employee obligations, employment contract, OS&H and other regulations • Workplace structures and the roles and responsibilities of team/group members • Site or workplace layout 	<ul style="list-style-type: none"> • Communicating effectively with others when completing workplace orientation and induction procedures • Reading and interpreting instructions, procedures, information and signs relevant to work activities • Interpreting and following operational instructions and prioritize work • Working collaboratively with others when completing workplace orientation and induction procedures

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>1.5 Relevant <i>personal protective equipment (PPE)</i> are identified and correctly used in accordance with regulations and workplace requirements</p> <p>1.6 Workplace emergency procedures are identified and followed in real and simulated emergency situation</p>	<ul style="list-style-type: none"> • Emergency procedures • Workplace hazards and related hazard minimization procedures • Personal protective equipment and instructions of its use 	<ul style="list-style-type: none"> • Applying precautions and required action to minimize, control or eliminate hazards that may exist during work activities • Working systematically with required attention to detail without injury to self or others, or damage to goods or equipment • Identifying and correctly using equipment, processes and procedures • Selecting and using required personal protective equipment conforming to industry and OS&H standards
2. Organize and accept responsibility for assigned workload	<p>2.1 Priorities, schedules and deadlines are established in consultation with concerned parties</p> <p>2.2 Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected</p>	<ul style="list-style-type: none"> • Ways of establishing priorities and deadlines • Work planning and method of communicating work progress to others • Enterprise work guidelines, directions or instructions 	<ul style="list-style-type: none"> • Establishing priorities and deadlines • Planning and communicating work progress to others • Completing work to the expected standard in the workplace and in accordance with any guidelines, directions

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.3 Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or <i>instructions/information</i> 2.4 Additional support to improve work is communicated clearly to <i>appropriate personnel</i>	<ul style="list-style-type: none"> • Workplace structures and the roles and responsibilities of team/group members 	<ul style="list-style-type: none"> • Communicating additional support to improve work to appropriate personnel
3. Apply ethical practices	3.1 Workplace procedures, regulations and legislation appropriate to the position are identified and followed 3.2 Commitments and undertakings to clients, colleagues and supervisors are met 3.3 Required confidentiality is maintained 3.4 Appropriate codes of acceptable and ethical work practices are applied 3.5 Workplace security policies are identified	<ul style="list-style-type: none"> • Workplace procedures, regulations and legislation • Enterprise policy on commitments and undertakings to clients, colleagues and supervisors are met • Techniques of maintaining company confidentiality • Company Work Ethics • Workplace security policies 	<ul style="list-style-type: none"> • Identifying and following workplace procedures, regulations and legislation • Meeting commitments and undertakings to clients, colleagues and supervisors • Maintaining required confidentiality • Applying appropriate codes of acceptable and ethical work practices • Following workplace security policies
4. Plan and organize an assigned daily routine	4.1 Daily routine is planned to take into account rosters, industrial agreements and workplace procedures	<ul style="list-style-type: none"> • Ways of planning daily routine to take into account rosters, industrial agreements and workplace procedures 	<ul style="list-style-type: none"> • Planning daily routine taking into account rosters, industrial agreements and workplace procedures

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	4.2 Clarification of requirements of tasks is sought when appropriate 4.3 Achievable time and other performance measures/criteria are agreed	<ul style="list-style-type: none"> • Technique of clarifying requirements of tasks • Company standard time and other performance measures of work activities 	<ul style="list-style-type: none"> • Seeking clarification of requirements of tasks when appropriate • Agreeing achievable time and other performance measures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Workplace procedures	May include: 1.1 Company procedures 1.2 Enterprise procedures 1.3 Organizational procedures 1.4 Established departmental procedures 1.5 Work Procedure / Processes Flow
2. Hazards	May include: 2.1 Vehicular traffic and pedestrians 2.2 Uneven ground, steps, road surfaces, work surfaces 2.3 Dust and vapors 2.4 Hazardous or dangerous materials 2.5 Humidity, air temperature and radiant heat 2.6 Light including UV rays 2.7 Noise 2.8 Working at heights
3. Personal Protective Equipment (PPE)	May include: 3.1 Dust mask 3.2 Hard Hat 3.3 Hairnet/Head Cap 3.4 Safety shoes 3.5 Gloves 3.6 Safety goggles 3.7 Ear muff/ear plug 3.8 Sunscreen 3.9 High visibility clothing 3.10 Thermal jacket/pants 3.11 Harness
4. Instructions/information	May include: 4.1 Workplace procedures, checklists and instructions 4.2 Operations manuals 4.3 Induction/orientation documentation 4.4 Competency standards and training materials 4.5 Job specification, site/workplace map and details of organization structure 4.6 Conditions of service, relevant legislation, regulations and related documentation 4.7 Award, enterprise bargaining agreement, other industrial arrangements 4.8 Relevant codes of practice including the national standards for manual handling and the industry safety code 4.9 Supplier and/or client instructions 4.10 Manifests, bar codes, goods and container identification 4.11 Goods identification numbers and codes 4.12 Manufacturers specifications

VARIABLE	RANGE
	4.13 Material safety data sheets 4.14 Quality assurance procedures 4.15 Emergency procedures 4.16 Accident procedures 4.17 Security procedures
5. Appropriate personnel	May include: 5.1 Managers 5.2 Supervisors/team leaders 5.3 Workplace personnel 5.4 Contractors 5.5 Official representatives 5.6 Union representatives 5.7 Industrial relations 5.8 OH&S specialists 5.9 Other professional or technical staff

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: <ol style="list-style-type: none"> 1.1 Identified the layout of the workplace, the flow of materials and goods (where relevant) and the workplace procedures in each work area 1.2 Identified and followed workplace emergency procedures in real and simulated emergency situation 1.3 Planned work activities and communicated progress of work to others whose personal work plans and timelines may be affected 1.4 Completed work to the standard expected in the workplace and in accordance with any guidelines, directions or instructions/information 1.5 Identified and followed workplace procedures, regulations and legislation appropriate to the position 1.6 Applied appropriate codes of acceptable and ethical work practices 1.7 Planned daily routine to take into account rosters, industrial agreements and workplace procedures 1.8 Applied appropriate codes of acceptable and ethical work practices
2. Resource Implications	The following resources should be provided: <ol style="list-style-type: none"> 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
3. Methods of Assessment	Competency in this unit must be assessed through: <ol style="list-style-type: none"> 3.1 Written test 3.2 Direct observation and oral questioning 3.3 Interview

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

UNIT CODE : LOG432202

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Carry out calculations	1.1 Items are counted singly and in batches and sorted numerically, as required in workplace tasks 1.2 Calculations needed to complete work tasks are performed using the four basic processes of addition, subtraction, multiplication and division or any appropriate 1.3 Calculations involving fractions, percentages and mixed numbers, and using the four basic processes, are performed as required to complete workplace procedures 1.4 The functions of a calculator, numeric keypad or computer are used to perform mathematical operations	<ul style="list-style-type: none"> • Basic mathematical operations and techniques • Ways of representing basic mathematical information • Procedures for identifying and using relevant workplace technology when carrying out workplace calculations • Typical mathematical problems, and appropriate action and solutions • Functions and use of calculator, numeric keypads, and computer 	<ul style="list-style-type: none"> • Counting of items singly and in batches and storing numerically as required in workplace tasks • Performing needed calculations to complete work tasks using the four basic processes of addition, subtraction, multiplication and division • Performing calculations involving fractions, percentages and mixed numbers, and using the four basic processes • Communicating effectively with others when carrying out basic workplace calculations • Checking and correcting numerical information for accuracy

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	1.5 Numerical information is self-checked and corrected for accuracy		<ul style="list-style-type: none"> • Reading and interpreting instructions, procedures and information relevant to basic workplace calculations • Using calculators, numeric keypads and computer
2. Prepare estimates	<p>2.1 Quantities of materials and resources required to complete a work task are estimated</p> <p>2.2 Accurate estimates for work completion are made</p>	<ul style="list-style-type: none"> • Knowledge, Theory, Application, Systems Operation • Techniques of estimating quantities of materials and resources • Techniques for making an accurate estimate of completing a particular work/activity • Communication 	<ul style="list-style-type: none"> • Estimating quantities of materials and resources required to complete a work task • Making accurate estimates for work completion • Communicating effectively with others when carrying out basic workplace calculations • Completing documentation • Working systematically with required attention to detail

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Interpret graphical representations of mathematical information	3.1 Information represented in symbols, diagrams, logos and pictorial representations are recognized, interpreted and acted upon in workplace task	<ul style="list-style-type: none"> • Methods of interpreting, recognizing and representing, information in symbols, diagrams, logos, pictorial representations and other visual materials 	<ul style="list-style-type: none"> • Recognizing, information represented in symbols, diagrams, pictorial representations and other visual materials • Interpreting information represented in symbols, diagrams, pictorial representations and other visual materials

RANGE OF VARIABLES

VARIABLE	RANGE
1. Calculations	May involve: 1.1 Money 1.2 Volume 1.3 Width 1.4 Height 1.5 Weight 1.6 Time 1.7 Dimensions 1.8 Length and distance 1.9 Area 1.10 Perimeter 1.11 Capacity
2. Workplace procedures	May include: 2.1 Company procedures 2.2 Enterprise procedures 2.3 Organizational procedures 2.4 Established procedures
3. Mathematical operations	May include: 3.1 Multiplication 3.2 Division 3.3 Addition 3.4 Subtraction 3.5 Fraction 3.6 Percentages 3.7 Ratio and proportion 3.8 Conversion

EVIDENCE GUIDE

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

UNIT OF COMPETENCY: PERFORM WORKPLACE SECURITY AND SAFETY**UNIT CODE : TRS311204****UNIT DESCRIPTOR :** This unit involves the skills and knowledge required to follow security procedures in the warehousing and logistics industries. It includes checking and maintaining the security of any goods and cargo, identifying security threats or situations, and responding to a security threat or situation

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Maintain security of stocks, goods and cargo	1.1 Stocks, goods and cargo are secured within specified locations in accordance with workplace security procedures and applicable security regulations 1.2 Seals, tamper proof packaging, locks and other security measures on goods or cargo are checked and maintained in accordance with workplace safety and security procedures 1.3 Signs of pillaging, theft and interference are recognized and reported in accordance with workplace security procedures 1.4 Signs of suspicious	<ul style="list-style-type: none"> • Applicable transport security legislation including relevant international, national laws, regulations, codes and/or guidelines • Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies • Relevant quarantine and bond regulations and requirements • Relevant OS&H and environmental protection procedures and guidelines • Common security 	<ul style="list-style-type: none"> • Communicating effectively with concerned parties when following security procedures • Reading and interpreting instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace safety and security • Completing required documentation and reports related to safety and security procedures • Applying procedures for safety, security checks and precautions as per limits of role and responsibilities

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>goods and cargo are recognized and reported promptly to designated personnel</p> <p>1.5 Any breaches of security requirements are reported promptly to designated personnel in accordance with workplace safety and security procedures</p>	<p>threats and incidents that may occur and related roles and responsibilities of personnel when reporting them and responding to them</p>	
<p>2. Identify a security threat or situation</p>	<p>2.1 Security threat or situation is promptly identified and assessed and response is prioritized in accordance with the workplace security program and procedures</p> <p>2.2 Implications of the security threat or situation are evaluated in accordance with workplace security program and procedures</p>	<ul style="list-style-type: none"> • Applicable transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines • Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies • Relevant quarantine and bond regulations and requirements • Relevant OS&H and environmental protection procedures and guidelines • Common security 	<ul style="list-style-type: none"> • Identifying and solving and/or reporting problems that arise when following security procedures • Recognizing signs of pillage, theft and interference with stocks and goods • Recognizing signs of security threats and situations

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		<p>threats and incidents that may occur in the workplace and related roles and responsibilities of personnel when reporting them and responding to them</p> <ul style="list-style-type: none"> • Signs of pillaging, theft and interference with goods, cargo and mail • Common security problems that may occur when carrying out operations in the transport and logistics industries, and action that can be taken to address and resolve the problems 	
3. Respond to a security threat or situation	<p>3.1 Response to an identified security threat or situation is in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan</p> <p>3.2 Security threats or</p>	<ul style="list-style-type: none"> • 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 • Relevant 	<ul style="list-style-type: none"> • Completing required documentation and reports related to security procedures • Working collaboratively with others when following security procedures • Modifying activities

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	incidents are handled appropriately in accordance with established response plan and within limits of responsibility using available communications in the work area	documentation and reporting requirements	<p>depending on differing workplace contexts risk situations and environments</p> <ul style="list-style-type: none"> • Applying security programs and procedures in-response to identified security threats • Promptly reporting and/or rectifying any identified problems that may arise when following security procedures in accordance with regulatory requirements and workplace procedures

RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Secured goods and 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>
2. Resource Implications	<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>
3. Methods of Assessment	<p>Competency in this unit must be assessed through:</p> <p>3.1 Written test</p> <p>3.2 Direct observation and oral questioning</p> <p>3.3 Demonstration with questioning</p> <p>3.4 Interview</p>
4. Context of Assessment	<p>4.1 Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor</p> <p>4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines</p>

UNIT OF COMPETENCY: PROVIDE EFFECTIVE CUSTOMER SERVICE**UNIT CODE : LOG432203**

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Deal with customer inquiries	1.1 Customer inquiries are dealt with courteously and efficiently both by phone and face to face 1.2 Questions are used to clarify the customer's needs or concerns 1.3 Assistance from other staff is sought when a customer's inquiry cannot be fully answered 1.4 Knowledge of products, services and/or operations is used to answer customer queries or to respond to customers' needs	<ul style="list-style-type: none"> • Techniques in dealing with Customer inquiries both by phone and face to face • Relevant OH&S and environmental procedures and regulations • Workplace procedures relevant to work activities • Customer service policies and procedures • Products and/or services provided by the workplace concerned • Types of operations carried out in the workplace concerned 	<ul style="list-style-type: none"> • Dealing with customer inquiries courteously and efficiently both by phone and face to face • Seeking assistance from other staff when a customer's inquiry cannot be fully answered • Communicating effectively with others when providing customer service, including the use of telephone techniques • Handling customer queries and complaints

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Monitor customer satisfaction	2.1 Customer requirements are dealt with according to workplace procedures 2.2 Appropriate feedback is provided to managers and internal and/or external customers 2.3 Customer inquiries and associated action are recorded and reported in accordance with <i>workplace procedures</i>	<ul style="list-style-type: none"> • Ways of dealing with Customer requirements • Appropriate methods of providing feedback to managers and internal and/or external customers • Ways of recording customer inquiries and associated action • Sources of information and documentation needed to assess customer satisfaction 	<ul style="list-style-type: none"> • Providing appropriate feedback to managers and internal and/or external customers • Recording and reporting customer inquiries and associated action • Completing documentation related to the provision of customer service • Writing simple reports and records of inquiries

RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Dealt with customer inquiries courteously and efficiently both by phone and face to face 1.2 Used knowledge of products, services and/or operations to answer customer queries or to respond to customers' needs 1.3 Provided appropriate feedback to managers and internal and/or external customers 1.4 Recorded and reported customer inquiries and associated action are in accordance with workplace procedures
2. Resource Implications	The following resources should be provided: 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
3. Methods of Assessment	Competency in this unit MUST be assessed through: 3.1 Written test 3.2 Direct observation and oral questioning 3.3 Demonstration with questioning 3.4 Interview
4. Context of Assessment	4.1 Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor 4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines

UNIT OF COMPETENCY: CONTRIBUTE TO QUALITY SYSTEMS**UNIT CODE : LOG432204**

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Apply quality concepts	1.1 Responsibility is taken for quality of own work when providing services or products to meet customer needs 1.2 Work is completed in accordance with workplace standards as defined in enterprise policies and procedures 1.3 Basic quality concepts are applied to work activities	<ul style="list-style-type: none"> • Ways of meeting external and internal customer needs in providing quality services or products • Means of completing work • Basic quality concepts applied to work activities • Workplace quality assurance and improvement principles and procedures • Typical quality-related problems that may arise in work operations and products, and related options for action and solutions 	<ul style="list-style-type: none"> • Providing quality work/services or products to meet external and internal customer needs • Completing work in accordance with workplace standards as defined in enterprise policies and procedure • Applying basic quality concepts to work activities • Reading and interpreting instructions and information relevant to quality procedures and standards • Completing documentation related to quality procedures and standards • Working collaboratively with others when applying quality procedures and standards

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Test and evaluate improvements	2.1 Improvements to work processes are tested and evaluated 2.2 Evaluation of improvements to work processes are checked for improvement outcomes and compliance with workplace requirements	<ul style="list-style-type: none"> • Methods of testing and evaluating improvements to work processes • Steps and procedures of checking for improvement outcomes and compliance with workplace requirements • Typical quality-related problems that may arise in work operations and products, and related options for action and solutions 	<ul style="list-style-type: none"> • Testing Improvements to work processes • Evaluating improvements to work processes • Checking for improvement outcomes and compliance with workplace requirements • Reporting and/or rectifying any identified quality-related problems in accordance with workplace procedures
3. Implement improvements	3.1 Improvement initiatives tested and confirmed as successful are implemented in accordance with enterprise procedures 3.2 Work is completed in accordance with workplace procedure	<ul style="list-style-type: none"> • Methods of implementing a tested and confirmed Improvement initiative • Ways of completing work in accordance with workplace procedure • Workplace quality assurance and improvement principles and procedures • Impact of job on enterprise and individual performance 	<ul style="list-style-type: none"> • implementing a successful tested and confirmed Improvement initiative in accordance with enterprise procedures • Completing work in accordance with workplace procedure • Completing documentation related to quality procedures and standards • Reporting and/or rectifying any identified quality-related problems in accordance with workplace procedures

RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Completed work in accordance with workplace standards as defined in enterprise policies and procedures 1.2 Applied basic quality concepts to work activities 1.3 Tested and evaluated improvements to work processes 1.4 Checked evaluation of improvements for outcomes and compliance with workplace requirements 1.5 Implemented the tested and confirmed improvement initiatives in accordance with enterprise procedures
2. Resource Implications	The following resources should be provided: 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
3. Methods of Assessment	Competency in this unit must be assessed through: 3.1 Written test 3.2 Direct observation and oral questioning
4. Context of Assessment	4.1 Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor 4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines

UNIT OF COMPETENCY: FOLLOW SPECIFICATIONS AND MANUALS OF INSTRUCTIONS WHEN STORING PRODUCTS**UNIT CODE : LOG432205****UNIT DESCRIPTOR :** This unit involves the skills and knowledge required to follow specifications and manuals of instructions when storing products. It includes identifying and categorizing products, matching products to locations based on specified criteria, and assisting individuals to solve stock identification and location problems.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify and categorize products	1.1 Products are identified and categorized in terms of specified criteria in accordance with <i>workplace procedures</i>	<ul style="list-style-type: none"> • Techniques of identifying and categorizing products in terms of specified criteria and in accordance with workplace procedures • Re-ordering procedures and just-in-time planning principles • Requirements for workplace documentation, inventory systems and records • Sources of product information • Types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition /state goods 	<ul style="list-style-type: none"> • Identifying products and categorizing in terms of specified criteria in accordance with workplace procedures • Using labels, inventory systems and other information sources to assist in the identification of products, handling and storage requirements

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Match products to locations based on specified criteria	2.1 Locations for products are determined based on specified criteria 2.2 Labels , inventory systems and other information sources are used to assist in the identification of products, handling and storage requirements	<ul style="list-style-type: none"> • Ways of determining locations for products based on specified criteria • Techniques of using labels, inventory systems and other information sources to assist in the identification of products, handling and storage requirements • Information on various categories or groups of products including their key characteristics and hazards, and the special handling, stacking, and storage requirements for each • Product sources, destinations and potential problems 	<ul style="list-style-type: none"> • Determining locations for products based on specified criteria • Using information on products/stock to determine, plan and organize processes used for receiving, storage, goods movement, dispatch, stock levels, and re-ordering processes
3. Assist co-workers to solve stock identification and location problems	3.1 New stock items are identified and particular product information is brought to the attention of relevant worker	<ul style="list-style-type: none"> • Ways of identifying new stock items and bringing particular product information to the attention of relevant personnel • Methods of locating and assimilating information relevant to the product 	<ul style="list-style-type: none"> • Identifying new stock items and particular product information is brought to the attention of relevant workers • Assisting co-workers with routine and non-routine stock enquiries

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>3.2 Co-workers are assisted with routine and non-routine stock enquiries with actions taken to update information of products for relevant personnel</p> <p>3.3 Co-workers are encouraged to maintain and build product knowledge through accessing product information and the application of problem solving and information analysis skills</p>	<ul style="list-style-type: none"> • Techniques of accessing product information and the application of problem solving and information analysis skills 	<ul style="list-style-type: none"> • Updating information of products for relevant co-workers • Encouraging co-workers to maintain and build product knowledge

RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Identified products and categorized in terms of specified criteria in accordance with workplace procedures</p> <p>1.2 Locations for products are determined based on specified criteria</p> <p>1.3 Used labels, inventory systems, and other information sources to assist in the identification of products, handling, and storage requirements</p> <p>1.4 Assisted co-workers with routine and non-routine stock enquiries with actions taken to update information of products for relevant personnel</p>
2. Resource Implications	<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>
3. Methods of Assessment	<p>Competency in this unit must be assessed through:</p> <p>3.1 Written test</p> <p>3.2 Direct observation and oral questioning</p> <p>3.3 Demonstration with questioning</p> <p>3.4 Interview</p>
4. Context of Assessment	<p>4.1 Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor</p> <p>4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines</p>

UNIT OF COMPETENCY: MAINTAIN AND USE HAND TOOLS**UNIT CODE : LOG432206**

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Select and use hand tools	1.1 Correct tools for work to be carried out are chosen to complete workplace tasks and to ensure efficient and safe working conditions 1.2 Appropriate personal protective equipment is used to minimize the risk of personal injury	<ul style="list-style-type: none"> • Proper ways/techniques of using different types of hand tools • OH&S and environmental procedures and regulations relevant to the use of hand tools • Workplace procedures and policies for the use and maintenance of hand tools • Problems that can occur when using and maintaining hand tools and related action that should be taken 	<ul style="list-style-type: none"> • Choosing the correct tools for work to be carried out to complete workplace tasks and to ensure efficient and safe working conditions • Using appropriate personal protective equipment to minimize the risk of personal injury • Reporting and/or rectifying any identified problems, faults or malfunctions when maintaining and using hand tools in accordance with regulatory requirements and workplace procedures

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Maintain hand tools	2.1 Equipment is cleaned and maintained in accordance with manufacturer's specifications and/or local instructions to ensure correct functionality of equipment 2.2 Any unserviceable tools are reported to relevant personnel to ensure correct functionality	<ul style="list-style-type: none"> • Ways of cleaning and maintaining of equipment • Workplace procedures and policies for the use and maintenance of hand tools • Problems that can occur when using and maintaining hand tools and related action that should be taken 	<ul style="list-style-type: none"> • Cleaning and maintaining equipment • Reporting any unserviceable tools to relevant personnel to ensure correct functionality • Communicating effectively with others when maintaining and using hand tools • Reading and interpreting instructions, procedures, information and signs relevant to the maintenance and use of hand tools
3. Secure and store hand tools	3.1 Tools are transported in a safe, secure, efficient manner to minimize risk of injury to personnel and damage to equipment 3.2 Tools and materials are stored and secured according to manufacturer's or workplace procedures to prevent damage to, and losses of, equipment	<ul style="list-style-type: none"> • Procedure of transporting tools in a safe, secure, efficient manner to minimize risk of injury to personnel and damage to equipment • Ways of storing and securing tools • Workplace documentation and records requirements 	<ul style="list-style-type: none"> • Transporting tools in a safe, secure, efficient manner to minimize risk of injury to personnel and damage to equipment • Storing and securing tools according to manufacturer's or workplace procedures • Making documentation and recording of tools and equipment as required in the workplace

RANGE OF VARIABLES

VARIABLE	RANGE
1. Personal Protective Equipment (PPE)	May include: 1.1 Reflectorized (high visibility) clothing 1.2 Sunscreen 1.3 Sun glasses 1.4 Insect repellent 1.5 Hand gloves 1.6 Safety headwear 1.7 Mask 1.8 Footwear 1.9 Portable radios 1.10 Flags and hand lamps 1.11 Safety glasses and hearing protection 1.12 Safety devices
2. Tools	May include: 2.1 Pliers 2.2 Screw driver 2.3 Carpenter's hammer 2.4 Ball peen hammer 2.5 Tinsnip 2.6 Adjustable wrench 2.7 Combination wrench 2.8 Socket wrench 2.9 Pipe wrench 2.10 Scissors 2.11 Cutter 2.12 Hand hack saw 2.13 Wood saw
3. Equipment	May include: 3.1 Pallet truck 3.2 Trolley 3.3 Portable grinder 3.4 Hand drill 3.5 Stock lifter (manual operated) 3.6 Chain block
4. Materials	May include: 4.1 Nails 4.2 Screws 4.3 Sandpaper 4.4 Oils 4.5 Grease 4.6 Nylon tie 4.7 Rope 4.8 Packaging tapes 4.9 Marking pens

EVIDENCE GUIDE

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

UNIT OF COMPETENCY: PERFORM COMPUTER OPERATIONS**UNIT CODE** : TRS311203**UNIT DESCRIPTOR** : This unit covers the knowledge, skills and attitudes and values needed to perform computer operations which include inputting, accessing, producing and transferring data using the appropriate hardware and software

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Plan and prepare for task to be undertaken	1.1. Requirements of task are determined 1.2. Appropriate hardware and software are selected according to task assigned and required outcome 1.3. Task is planned to ensure OSH guidelines and procedures are followed	<ul style="list-style-type: none"> • Means of determining requirements of task • Method of selecting appropriate hardware and software according to task assigned and required outcome • Manner of planning task to ensure OSH guidelines and procedures are followed • Basic ergonomics of keyboard and computer use • Main types of computers and basic features of different operating systems • Main parts of a computer • Storage devices and basic categories of memory • Relevant types of software 	<ul style="list-style-type: none"> • Determining requirements of task • Selecting appropriate hardware and software according to task assigned and required outcome • Planning task to ensure OS & H guidelines and procedures are followed • Reading skills required to interpret work instruction • Communication skills
2. Input data into computer	2.1 Data are entered into the computer using appropriate program/ Application in accordance with company procedures	<ul style="list-style-type: none"> • Method of entering data into the computer using appropriate program/application in accordance with company procedures 	<ul style="list-style-type: none"> • Entering data into the computer using appropriate program/ Application in accordance with company procedures

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>2.2 Accuracy of information is checked and information is saved in accordance with standard operating procedures</p> <p>2.3 Inputted data are stored in storage media according to requirements</p> <p>2.4 Work is performed within ergonomic guidelines</p>	<ul style="list-style-type: none"> • Accuracy of information is checked and information is saved in accordance with standard operating procedures • Means of storing inputted data in storage media according to requirements • Technique of performing work within ergonomic guidelines • Identifying General security Viruses • OS & H principles and responsibilities • Calculating computer capacity 	<ul style="list-style-type: none"> • Checking Accuracy of information and saving in accordance with standard operating procedures • Storing inputted data in storage media according to requirements • Performing work within ergonomic guidelines
3. Access information using computer	<p>3.1 Correct program/ application is selected based on job require</p> <p>3.2 Program/ application containing the information required is accessed according to company procedures</p> <p>3.3 Desktop icons are correctly selected, opened and closed for navigation purposes</p>	<ul style="list-style-type: none"> • Means of selecting Correct program/application is based on job requirements • Manner of accessing program/application containing the information required according to company procedures • Ways of selecting, opening and closing desktop icons correctly for navigation purposes 	<ul style="list-style-type: none"> • Selecting correct program/ Application based on job requirements • Accessing program/ Application containing the information required according to company procedures • Selecting, opening and closing desktop icons correctly for navigation purposes

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	3.4 Keyboard techniques are carried out in line with OS&H requirements for safe use of keyboards	<ul style="list-style-type: none"> Carrying out keyboard techniques in line with oh & s requirements for safe use of keyboards 	<ul style="list-style-type: none"> Carrying out keyboard techniques in line with OS & H requirements for safe use of keyboards
4. Produce/output data using computer system	<p>4.1 Entered data are processed using appropriate software commands</p> <p>4.2 Data are printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures</p> <p>4.3 Files and data are transferred between compatible systems using computer software, hardware and peripheral devices in accordance with standard operating procedures</p>	<ul style="list-style-type: none"> Procedure of processing entered data using appropriate software commands Method of printing out data as required using computer hardware/peripheral devices in accordance with standard operating procedures Techniques of transferring files and data between compatible systems using computer software, hardware/peripheral devices in accordance with standard operating procedures 	<ul style="list-style-type: none"> Processing entered data using appropriate software commands Printing out data as required using computer hardware/peripheral devices in accordance with standard operating procedures Transferring files and data between compatible systems using computer software, hardware/peripheral devices in accordance with standard operating procedures
5. Maintain computer equipment and systems	5.1 Systems for cleaning, minor maintenance and replacement of consumables are implemented	<ul style="list-style-type: none"> Method of implementing Systems for cleaning, minor maintenance and replacement of consumables 	<ul style="list-style-type: none"> Implementing systems for cleaning, minor maintenance and replacement of consumables

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>5.2 Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures</p> <p>5.3 Basic file maintenance procedures are implemented in line with the standard operating procedures</p>	<ul style="list-style-type: none"> • Implementing procedures for ensuring security of data, including regular back-ups and virus checks in accordance with standard operating procedures • Technique of implementing basic file maintenance procedures in line with the standard operating procedures 	<ul style="list-style-type: none"> • Implementing procedures for ensuring security of data, including regular back-ups and virus checks in accordance with standard operating procedures • Implementing basic file maintenance procedures in line with the standard operating procedures

RANGE OF VARIABLES

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

EVIDENCE GUIDE

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

CORE COMPETENCIES**UNIT OF COMPETENCY: RECEIVE STOCKS/GOODS****UNIT CODE** : **LOG432201**

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to receive stocks/goods in accordance with regulatory and workplace requirements. It includes identifying workplace procedures and documentation requirements for the receipt of stocks/goods; checking and inspecting stocks/goods on arrival and completing workplace documentation; and unloading, unpacking and storing stock/goods.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify workplace procedures and documentation requirements for the receipt of stocks/goods	<p>1.1 Workplace procedures for receipt of stocks/goods are identified</p> <p>1.2 Purpose of documents associated with the received stocks/goods is interpreted</p> <p>1.3 Workplace documentation requirements for the receipt of stocks/goods and reporting of damage are identified</p>	<ul style="list-style-type: none"> • Procedures for receipt of stocks/goods in the workplace • Ways of identifying workplace documentation requirements for the receipt of stocks/goods and reporting of damage • National and international codes and regulations relevant to the receiving of stocks/goods and relevant bond, quarantine or other legislative requirements • Workplace procedures and policies for the receiving of stocks/goods 	<ul style="list-style-type: none"> • Identifying workplace procedures for receipt of stocks/goods • Performing workplace documentation requirements for the receipt of stocks goods and reporting of damage • Reading and interpreting instructions, procedures, information, labels and signs relevant to receiving stocks/goods

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		<ul style="list-style-type: none"> • Problems that may occur when receiving stocks/goods and appropriate action that can be taken to resolve the problems • Documentation requirements for the receiving of stocks/goods 	<ul style="list-style-type: none"> • Promptly reporting and/or rectifying any identified problems when receiving stocks/goods in accordance with regulatory requirements and workplace procedures • Working systematically with required attention to detail without injury to self or others, or damage to stocks/goods or equipment • Selecting and using relevant stocks/load handling equipment when receiving goods • Selecting and using required personal protective equipment conforming to industry and OS&H standards • Estimating the size, shape and special requirements of stocks/goods and loads

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
<p>2 Check and inspect stocks/goods on arrival and complete workplace documentation</p>	<p>2.1 Stocks/goods are properly checked/inspected prior to receiving based on standard operating procedures.</p> <p>2.2 Discrepancies and/or damaged stocks/goods are checked and reported</p> <p>2.3 Non-conforming stocks/goods are appropriately documented and dispatched or stored in accordance with company procedures</p> <p>2.4 Appropriate manual handling techniques and equipment are identified</p> <p>2.5 Safe work procedures are used when unloading, unpacking and storing stocks/goods</p> <p>2.6 Assistance from others is sought when required to maintain safe and effective work</p>	<ul style="list-style-type: none"> • Methods and procedures for checking of stocks/goods in comparison with orders or manifests • Steps in reporting discrepancies and/or damaged of stocks/ goods • Procedure for documenting and dispatching or storing a non-conforming stocks/goods • Documentation requirements for the receiving of goods • Safe working procedures when unloading, unpacking and storing stock • Methods of unloading and unpacking stocks/goods in accordance with workplace procedures • Relevant OS&H and environmental protection procedures and guidelines 	<ul style="list-style-type: none"> • Identifying and following procedures for checking of stocks/goods • Documenting and dispatching or storing Non-conforming stocks/goods • Communicating effectively with others when receiving goods • Read and interpret instructions, procedures, information, labels and signs relevant to receiving goods • Identifying and performing appropriate manual handling techniques • Using safe working procedures when unloading, unpacking and storing stocks/goods • Seeking assistance from others to maintain safe and effective work

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		<ul style="list-style-type: none"> • Specifications and standards for the checking and inspection of received goods • Housekeeping standards procedures required in the workplace 	<ul style="list-style-type: none"> • Reading and interpreting instructions, procedures, information, labels and signs relevant to unloading and unpacking of stocks/goods

RANGE OF VARIABLES

VARIABLE	RANGE
1. Received stocks/goods	Received goods may include special handling and storing requirements, like: 1.1 Temperature controlled goods 1.2 Dangerous goods
2. Discrepancies	May include: 2.1 Damaged stocks 2.2 Damaged pallets or packaging 2.3 Wrong stocks 2.4 Error in paperwork 2.5 Poorly stacked stocks 2.6 Incorrect quantity
3. Others	May include: 3.1 Employees 3.2 Supervisors 3.3 Suppliers 3.4 Customers and clients 3.5 Drivers 3.6 Agents 3.7 Relevant authorities and institutions 3.8 Management 3.9 Union representatives 3.10 Industrial relations 3.11 OH&S specialists 3.12 Maintenance and technical staff

EVIDENCE GUIDE

<p>1. Critical Aspects of Competency</p>	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Identified workplace procedures for receipt of stocks/goods</p> <p>1.2 Identified workplace documentation requirements for the receipt of stocks/goods and reporting of damage</p> <p>1.3 Followed work procedure in receiving stocks/goods</p> <p>1.4 Checked and reported discrepancies and/or damaged stocks/goods</p> <p>1.5 Used safe work procedures when unloading, unpacking and storing stocks/good</p>
<p>2. Resource Implications</p>	<p>The following resources should be provided</p> <p>2.1 Workplace location</p> <p>2.2 Materials relevant to the unit of competency</p> <p>2.3 Technical plans, drawings and specifications relevant to the activities</p>
<p>3. Methods of Assessment</p>	<p>Competency in this unit must be assessed through:</p> <p>3.1 Written test</p> <p>3.2 Direct observation and oral questioning</p> <p>3.3 Demonstration with questioning</p> <p>3.4 Interview</p>
<p>4. Context of Assessment</p>	<p>4.1 Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor</p> <p>4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines</p>

UNIT OF COMPETENCY: STORE STOCKS/GOODS**UNIT CODE : LOG432302**

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to store stocks/goods in accordance with workplace requirements. It includes identifying and categorizing products, matching products to locations based on specified criteria, identifying appropriate transfer and handling requirements completing stock storage.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify and categorize products	1.1 Products are identified and categorized in terms of specified criteria and in accordance with workplace procedures 1.2 Required resources including documents and procedures are identified and categorized 1.3 Sequence work role is planned in a time effective manner	<ul style="list-style-type: none"> • Product identification strategies • Information on various categories or groups of products including their key characteristics and hazards and the special handling, stacking and storage requirements for each • Sources of product information 	<ul style="list-style-type: none"> • Identifying and categorizing products in terms of specified criteria in accordance with workplace procedures • Accessing, reading and interpreting product information, policies and regulatory requirements relevant to workplace operations • Using information on products/stock to determine, plan and organize processes used for storage, goods movement and dispatch processes
2. Match products to locations based on specified criteria	2.1 Locations for products are determined based on specified criteria	<ul style="list-style-type: none"> • Method of determining locations for products based on specified criteria 	<ul style="list-style-type: none"> • Determining locations for products based on specified criteria

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.2 Labels, inventory systems and other information sources are used to assist in the identification of products, handling and storage requirements	<ul style="list-style-type: none"> • Strategies of identifying products, handling and storage requirements • Types of equipment and storage areas appropriate for different types of goods 	<ul style="list-style-type: none"> • Using labels, inventory systems and other information sources to assist in the identification of products, handling and storage requirements
3. Identify appropriate transfer and handling requirements	<p>3.1 Resources used to transfer different products through the storage zones are identified and evaluated</p> <p>3.2 Work in receiving and dispatch areas is supported by identification and reporting of variances</p> <p>3.3 Relevant documentation is completed in accordance with workplace procedures</p>	<ul style="list-style-type: none"> • Ways of identifying and evaluating resources used to transfer different products through the storage zones • Means of identification and reporting of variances • Strategies of completing documentation in accordance with workplace procedures • Requirements for workplace documentation, inventory systems and records • Documentation requirements including reports and records concerning damaged or contaminated goods 	<ul style="list-style-type: none"> • Identifying and evaluating resources used to transfer different products • Identifying and reporting of work in receiving and dispatch areas • Completing relevant documentation in accordance with workplace procedures

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
4. Put-away/ store stocks/goods	<p>4.1 Products are sorted, assembled, and consolidated in the appropriate storage areas</p> <p>4.2 Storing is checked in accordance with company procedures</p> <p>4.3 Documentation and recording are completed in accordance with workplace procedures</p>	<ul style="list-style-type: none"> • Methods of sorting, assembling and consolidating products in the appropriate storage areas • Methods of checking Storage work in accordance with company procedures • Means of completing documentation and recording in accordance with workplace procedures • Relevant OH&S and environmental protection procedures and guide lines • Re-ordering procedures and just-in-time planning principles • Requirements for workplace documentation, inventory systems and records 	<ul style="list-style-type: none"> • Sorting, assembling and consolidating of products in the appropriate storage areas • Checking storage in accordance with company procedures • Completing documentation and recording in accordance with workplace procedures • Completing documentation related to the organization of work activities • Reporting and/or rectifying any identified problems that may arise when performing storage work

RANGE OF VARIABLES

VARIABLE	RANGE
1. Products	May include but not limited to: 1.1 small parts 1.2 perishable goods 1.3 overseas export 1.4 dangerous goods 1.5 refrigerated products 1.6 temperature controlled stock 1.7 fragile goods
2. Storage zones	May include but not limited to: 2.1 Bin/binning systems 2.2 Rack refrigeration/freezers/cold rooms 2.3 Marked floor space 2.4 Containers 2.5 Racks and racking systems 2.6 Block/stacks 2.7 Pallets
3. Workplace procedures	May include: 3.1 Established security procedures 3.2 Standard operating procedures 3.3 Company procedures 3.4 Enterprise procedures 3.5 Organizational procedures
4. Information sources	May include: 4.1 Goods identification numbers and codes 4.2 Manifests, picking slips, merchandise transfers, stock requisitions and bar codes, and container identification/serial number 4.3 Codes of practice and regulations relevant to workplace operations 4.4 National and international regulations and codes of practice for the handling, stacking, and transport of dangerous goods and hazardous substances 4.5 Operations manuals, job specifications, and induction documentation 4.6 Manufacturer's specifications for equipment 4.7 Workplace procedures and policies 4.8 Supplier and/or client instructions 4.9 Dangerous goods declarations and material safety data sheets (where applicable) 4.10 Award, enterprise bargaining agreement, other industrial arrangements 4.11 Relevant Philippine standards and certification requirements 4.12 Quality assurance procedures 4.13 Emergency procedures

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Identified and categorized products in terms of specified criteria and in accordance with workplace procedures 1.2 Determined locations for products based on specified criteria 1.3 Completed relevant documentation in accordance with workplace procedures 1.4 Identified and evaluated resources used to transfer different products 1.5 Supported work in receiving and dispatch areas by identification and reporting of variances 1.6 Sorted, assembled, and consolidated products in the appropriate storage areas 1.7 Documentation and recording are completed in accordance with workplace procedures
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
3. Methods of Assessment	<p>Competency in this unit must be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written test 3.2 Direct observation and oral questioning 3.3 Demonstration with questioning 3.4 Interview
4. Context of Assessment	<ul style="list-style-type: none"> 4.1 Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor 4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines

UNIT OF COMPETENCY: PICK GOODS/STOCKS**UNIT CODE : LOG432303**

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to participate in picking in accordance with workplace requirements. It includes checking and securing pick list, identifying bin location, observing FIFO/FEFO, Checking for damages, identifying stock discrepancies, reporting and coordinating stock status and completing all required documentation.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Check and Secure pick list/order slip of goods/stock for picking	<p>1.1 Documents are check and secures before picking warehouse goods/stock</p> <p>1.2 Required resources including documents and procedures identified</p> <p>1.3 Sequence work role is planned in a time effective manner</p>	<ul style="list-style-type: none"> • Methods of identifying goods as per picking or order slip are identified • Quantity of goods/stocks to be picked are determined • Knowledge in terming time and date of delivery 	<ul style="list-style-type: none"> • In identifying document of goods/stocks to be picked • Ability to determine stock availability and status for picking • Capacity to pick goods/stock according to time and date requirements • Coordinate and communicate goods/stock availability/status
2. Identify goods/stock bin location and identification	<p>2.1 Pick goods/stocks accordance with enterprise policies and procedures</p> <p>2.2 Confirm, verify and match goods/stocks identification</p> <p>2.3 Report and coordinate pick/order slip discrepancy</p>	<ul style="list-style-type: none"> • Procedures of picking or stock taking accordance with enterprise policies • Product specification and code system • Confirming, verifying and matching goods/stock identification • Protocol in communicating and coordinating 	<ul style="list-style-type: none"> • Undertaking stocktaking and picking SOPs • Following product specification • Confirming, verifying and matching goods/stocks • Documenting stock levels accurately and discrepancy • Reading and

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		<p>goods/stock accuracy and discrepancy</p> <ul style="list-style-type: none"> • Workplace processes for records management in updating stock inventory reports 	<p>interpreting instructions, procedures and labels relevant picking goods/stocks takes</p> <ul style="list-style-type: none"> • Reporting and coordinating identified problems that may arise when picking warehouse goods/stock • Selecting and using relevant communication, medium and tools office necessary during picking procedure • Selecting and using required personal protective equipment conforming to industry and OH&S standards while picking warehouse goods/stocks
<p>3. Observing FIFO/FEFO while picking warehouse goods/stocks</p>	<p>3.1 Industry picking procedures and policies are strictly followed</p> <p>3.2 Warehouse goods/stocks storage date and dispatch are checked and determined</p> <p>3.3 Warehouse goods/stock shelf life are regularly</p>	<ul style="list-style-type: none"> • Method of determining warehouse goods/stock for immediate dispatch and issuance in accordance with the storage/shelf life • Means of checking and verifying warehouse goods/stocks shelf life • Workplace processes 	<ul style="list-style-type: none"> • Taking necessary action to rectify nearly expired warehouse goods/stocks • Executing warehouse procedures to address nearly expired goods/stocks • Perform

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	checked and monitored	for coordinating and updating warehouse/ goods/stocks shelf life and storage status <ul style="list-style-type: none"> • Methods in monitoring and checking warehouse goods/stocks as per FIFO/FEFO principles. 	communication and coordination procedures to update goods/stock inventory records <ul style="list-style-type: none"> • Monitoring and checking warehouse goods/stock as per FIFO/FEFO practices
4. Checks warehouse goods/stock for damages during picking process	4.1 Actual physical checking of goods/stocks accordance with company procedures during picking process 4.2 Procedure in segregating and applying appropriate treatment to identified damage goods/stocks while picking is established 4.3 Workplace damage documentation/report is completed	<ul style="list-style-type: none"> • Procedures/SOP in conducting physical check during picking • Procedure in segregating and applying appropriate treatment to identified damage goods/stocks while picking • Ways in replacing damage goods/stock for picking in warehouse stock to fulfill order slip/pick list • <i>Workplace damage documentation/report</i> 	<ul style="list-style-type: none"> • Reconciling and validating inventory data to match warehouse stock • Completing workplace documentation • Complete documentation related to the conduct of stock takes and inventory • Coordinate replacement for damage goods/stock to fulfill order slip/pick list • Establish damage documentation requirements and reports
5. Identify goods/stock discrepancies, report and coordinate stock	5.1 Warehouse process in identifying order slip/pick list against goods/stock actual status/availability 5.2 Procedure and	<ul style="list-style-type: none"> • Procedure in identifying discrepancy based on the order slip/pick list against goods/stocks status/ 	<ul style="list-style-type: none"> • Identifying discrepancy based on the order slip/pick list against goods/stock status/availability

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
status/availability	<p>medium in reporting and coordinating goods/stock count/status report was observed</p> <p>5.3 Industry policy in rectifying discrepancy in the order slip/pick list against actual goods/stocks status</p> <p>5.4 Documentation requirements in reporting goods/stocks discrepancy is established</p>	<p>availability</p> <ul style="list-style-type: none"> • Procedure and medium in reporting and coordinating goods/stock status/availability report • Industry policy in rectifying discrepancy in the order slip/pick list based on the goods/stocks actual availability • Policy and procedures in the documentation requirements in reporting discrepancy against the goods/stocks status/availability 	<ul style="list-style-type: none"> • Execution of report procedure and proper use of communication tools and regarding goods/stocks status/availability report • Ability to rectify discrepancy in the order slip/pick list against goods/stocks status/availability • Observing policy and procedures in the documentation requirements in reporting discrepancy against the goods/stocks status/availability

RANGE OF VARIABLES

VARIABLE	RANGE
1. Picking systems	May include: 1.1 Automated (SAP, WMS, Oracle, Exceed) 1.2 Manual (bin card/index card, inventory tag, MS excel) 1.3 Paper based 1.4 Computerized (RFID bar code scanning data logger)
2. Workplace picking documentation	May include: 2.1 Count Sheet, Tally Sheet 2.2 Inventory Count Tags 2.3 Bin Cards 2.4 Goods identification numbers and codes 2.5 Manifests, picking slips, merchandise transfers, stock requisitions and bar codes 2.6 Operations manuals, job specifications and induction documentation 2.7 Standard Operation Procedures 2.8 Manufacturers specifications for equipment 2.9 Workplace procedures and policies 2.10 Supplier and/or client instructions

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: <ol style="list-style-type: none"> 1.1 Identified goods to be counted and appropriate picking systems 1.2 Identified required resources including equipment and record keeping in picking goods/stock 1.3 Undertaking goods/stocks picking and inventory updates in accordance with enterprise policies and procedures 1.4 Interpreting and confirming goods/stocks identity and location 1.5 Checking and verifying goods/stocks status and availability 1.6 Reconciling picking discrepancy against goods/stock status and availability 1.7 Completing workplace documentation requirements
2. Resource Implications	The following resources should be provided: <ol style="list-style-type: none"> 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities

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 may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor 4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines

UNIT OF COMPETENCY: ISSUE/DISPATCH STOCKS/GOODS**UNIT CODE : LOG432304**

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to issue stocks/goods in accordance with workplace requirements. It includes analyzing order to identify requirements, following workplace order picking processes to prepare goods for issuance/dispatch, and issuing stocks/goods following workplace procedures and schedules.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Analyze order to identify requirements	1.1 Order request and consignment note documentation is interpreted 1.2 Required schedules for issuance are identified 1.3 Products on order are identified 1.4 Appropriate material handling equipment is selected within required OS&H regulations and timeframe for the issuance	<ul style="list-style-type: none"> • Means of interpreting order request and consignment note documentation • Manner of identifying required schedules for issuance • Procedure of identifying product(s) on order • Ways of selecting appropriate materials handling equipment within required OS&H regulations and timeframe for the issuance • Regulations relevant to dispatch operations, including relevant bond, quarantine, or other legal requirements • Relevant OS&H and environmental protection procedures and guidelines • Workplace procedures and policies for issuing operations 	<ul style="list-style-type: none"> • Interpreting order request and consignment note documentation • Identifying product(s) on order and required schedules for issuance • Communicating effectively with others when organizing issuance operations • Reading and interpreting instructions, procedures and labels relevant to the organizing of issuance operations • Estimate the size, shape and special requirements of goods and loads

<p>2. Follow workplace order picking processes to prepare goods for issuance</p>	<p>2.1 Goods for issuance are selected and checked against product knowledge, labels and other identification methods</p> <p>2.2 Products are sorted, assembled and consolidated</p> <p>2.3 Orders are secured and placed in storage zones, in accordance with schedule</p> <p>2.4 Order is checked against dispatch schedule and order form</p>	<ul style="list-style-type: none"> • Technique of selecting and checking goods for issuance against product knowledge, labels and other identification methods • Manner of sorting, assembling and consolidating products • Scheme of securing and placing orders in storage zones in accordance with schedule • System of checking order against dispatch schedule and order form • Regulations relevant to issuance operations, including relevant bond, quarantine, or other legal requirements • Relevant OS&H and environmental protection procedures and guidelines • Workplace procedures and policies for issuing operations 	<ul style="list-style-type: none"> • Selecting and checking goods for issuance against product knowledge, labels and other identification methods • Sorting, assembling and consolidating products • Securing and placing orders in storage zones in accordance with schedule • Checking order against dispatch schedule and order form • Reading and interpreting instructions, procedures and labels relevant to the organizing of issuance operations
<p>3. Issue stocks/goods</p>	<p>3.1 Workplace records are completed, and labels and appropriate issuance documentation are attached</p> <p>3.2 Load labels and documentation are checked and loading is organized in accordance with</p>	<ul style="list-style-type: none"> • Ways of completing, workplace records and labels and attaching appropriate issuance documentation • Procedure of checking load labels and documentation and organizing loading in accordance 	<ul style="list-style-type: none"> • Completing workplace records and labels and attaching appropriate issuance documentation • Checking load labels and documentation, and organizing loading in accordance with

	<p>workplace procedures</p> <p>3.3 Final check of load labels and documentation is completed in accordance with requirements</p> <p>3.4 Transportation requirements are described to delivery personnel where appropriate</p>	<p>with workplace procedures</p> <ul style="list-style-type: none"> • Means of final checking of load labels and completing documentation in accordance with requirements • Manner of describing transportation requirements to delivery personnel where appropriate • Relevant OS&H and environmental protection procedures and guidelines • Problems that may occur when issuing goods and appropriate action that can be taken to resolve the problems • Documentation and record requirements for issuance operations • Equipment used during issuance operations and the precautions and procedures that should be followed in its use • Housekeeping standards procedures required in the workplace 	<p>workplace procedures</p> <ul style="list-style-type: none"> • Final checking of load labels and completing documentation in accordance with requirements • Describing transportation requirements to delivery personnel where appropriate • Completing documentation related to the organizing of issuance operations • Working collaboratively with others when organizing issuance operations • Selecting and using relevant equipment and communications technology when organizing issuance operations • Selecting and using required personal protective equipment conforming to industry and OS&H standards
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RANGE OF VARIABLES

VARIABLE	RANGE
1. Products	May include but not limited to: 1.1 small parts 1.2 perishable goods 1.3 overseas export 1.4 dangerous goods 1.5 refrigerated products 1.6 temperature controlled stock 1.7 fragile goods
2. Material handling equipment	May include: 2.1 Trolley 2.2 Carts 2.3 Lifters 2.4 Chain blocks 2.5 Forklifts
3. Storage zones	May include but not limited to: 3.1 Bin/binning systems 3.2 Rack refrigeration/freezers/cold rooms 3.3 Marked floor space 3.4 Containers 3.5 Racks and racking systems 3.6 Block/stacks 3.7 Pallets
4. Workplace procedures	May include: 4.1 Established security procedures 4.2 Standard operating procedures 4.3 Company procedures 4.4 Enterprise procedures 4.5 Organizational procedures
5. Documentation	May include: 5.1 Goods identification numbers and codes 5.2 Manifests, picking slips, merchandise transfers, stock requisitions and bar codes 5.3 Manufacturer's specifications for equipment/tools 5.4 Supplier and/or client instructions 5.5 Dangerous goods declarations and material safety data sheets (where applicable) 5.6 Codes of practice including the national standards for manual handling and the industry safety code 5.7 Award, enterprise bargaining agreement, other industrial arrangements 5.8 Standards and certification requirements 5.9 Quality assurance procedures 5.10 Emergency procedures

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 interpreted Order request and consignment note documentation 1.2 Identified products on order 1.3 Selected and checked goods for issuance against product knowledge, labels, and other identification methods 1.4 Sorted, assembled, and consolidated products 1.5 Secured and placed orders in storage zones in accordance with schedule 1.6 Checked load labels and documentation and organized loading in accordance with workplace procedures 1.7 Completed workplace records, and attached labels and appropriate issuance documentation
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
3. Methods of Assessment	<p>Competency in this unit must be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written test 3.2 Direct observation and oral questioning 3.3 Demonstration with questioning 3.4 Interview
4. Context of Assessment	<ul style="list-style-type: none"> 4.1 Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor 4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines

UNIT OF COMPETENCY: PACK STOCKS/GOODS

UNIT CODE : LOG432305

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to pack goods/products in accordance with regulatory and workplace requirements. It includes selecting packaging materials, packing/wrapping goods/products and labeling packed goods/products.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Select packaging materials	1.1 Packaging specifications and order packaging documentation are correctly interpreted 1.2 Appropriate packaging technology suitable for the goods to be packed is selected 1.3 Packaging materials are identified and matched to specifications 1.4 Work plan ensures materials are used economically and that appropriate packaging is used that minimizes loss and damage in transit or storage 1.5 Work is planned in accordance with OH&S requirements	<ul style="list-style-type: none"> • Method of interpreting packaging specifications and order packaging documentation • Ways of selecting appropriate packaging technology suitable for the goods to be packed • Manner of identifying and matching packaging materials to specifications • Techniques of using work plan to ensure that materials are used economically • National and international codes and regulations relevant to the packaging of goods including Dangerous Goods Code • Relevant OH&S and environmental protection procedures and guidelines 	<ul style="list-style-type: none"> • Interpreting correctly packaging specifications and order packaging documentation • Selecting appropriate packaging technology suitable for the goods to be packed • Identifying and matching packaging materials to specifications • Reading and interpreting instructions, procedures and labels relevant to the packaging of goods • Estimate the size, shape and special requirements of goods and loads

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Pack/wrap goods/ products	<p>2.1 Packed and wrapped goods/ products are in accordance to packaging specifications and order packaging requirements</p> <p>2.2 Completed packed goods are stacked to minimize damage from within and outside</p> <p>2.3 Packed and wrapped goods/products are in accordance with OH&S requirements</p>	<ul style="list-style-type: none"> • Method of packing and wrapping of goods/ products • Ways of stacking packed goods to minimize damage from within and outside • OH&S requirements in Packing and wrapping of goods/products • National and international codes and regulations relevant to the packaging of goods including Dangerous Goods Code • Workplace procedures and policies for the packaging of goods • Problems that may occur when packaging goods and appropriate action that can be taken to resolve the problems 	<ul style="list-style-type: none"> • Packing and wrapping of goods/ products • Stacking completed packed goods to minimize damage from within and outside • Reporting and/or rectifying any identified problems, faults or malfunctions that may occur when packaging goods • Selecting and using required personal protective equipment conforming to industry and OS&H standards • Reporting and/or rectifying any identified problems, faults or malfunctions that may occur when packaging good
3. Label packed goods/ products	<p>3.1 Workplace labeling standards are identified</p> <p>3.2 Appropriate goods handling, labeling and other identification symbols are utilized</p>	<ul style="list-style-type: none"> • Means of identifying workplace labeling standards • Method of utilizing appropriate goods handling, labeling and other identification symbols 	<ul style="list-style-type: none"> • Identifying workplace labeling standards • Utilizing goods handling, labeling and other identification symbols

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	3.3 Invoices and picking slips are attached (where required) 3.4 Workplace documentation is completed	<ul style="list-style-type: none"> • Means of attaching invoices and picking slips (where required) • Procedure of completing Workplace documentation • Documentation requirements for the packaging of goods • Housekeeping standard procedures required in the workplace 	<ul style="list-style-type: none"> • Attaching invoices and picking slips (where required) • Completing documentation related to work activities when packaging goods

RANGE OF VARIABLES

VARIABLE	RANGE
1. Goods	May include: 1.1 Special handling, 1.2 Storage and/or packaging requirements 1.3 Temperature controlled goods 1.1 Dangerous goods
2. Packaging materials	May include: 2.1 Corrugated Box 2.2 Cushioning Materials (bubble wrap, shrink wrap) 2.3 Packaging Tape 2.4 Crate (wooden, plastic, metal) 2.5 Styrofoam
3. OH&S requirements	May include safe handling of: 3.1 Chemicals 3.2 Dangerous or hazardous substances 3.3 Equipment, goods and materials 3.4 Oil or water on floor 3.5 Fire or explosion 3.6 Damaged packaging or pallets 3.7 Debris on floor 3.8 Faulty racking 3.9 Poorly stacked pallets 3.10 Faulty equipment
4. Workplace documentation	May include: 4.1 Goods identification numbers and codes 4.2 Manifests, picking slips, merchandise transfers, stock requisitions and bar codes 4.3 Operations manuals, job specifications and induction documentation 4.4 Manufacturer's specifications for equipment 4.5 Workplace procedures and policies 4.6 Supplier and/or client instructions

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Interpreted Packaging specifications and order of packaging documentation</p> <p>1.2 Selected appropriate packaging technology suitable for the goods to be packed</p> <p>1.3 Identified and matched packaging materials to specifications</p> <p>1.4 Packed and wrapped goods/products in accordance to packaging specifications and order packaging requirements</p> <p>1.5 Packed and wrapped goods/products in accordance with OH&S requirements</p> <p>1.6 Identified workplace labeling standards</p> <p>1.7 Utilized appropriate goods handling, labeling, and other identification symbols</p> <p>1.8 Completed workplace documentation</p>
2. Resource Implications	<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>
3. Methods of Assessment	<p>Competency in this unit <u>MUST</u> be assessed through:</p> <p>3.1 Written test</p> <p>3.2 Direct observation and oral questioning</p>
4. Context of Assessment	<p>4.1 Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor</p> <p>4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines</p>

UNIT OF COMPETENCY: OPERATE AND MAINTAIN MATERIAL HANDLING EQUIPMENT

UNIT CODE : LOG432306

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to operate material handling equipment. It includes carrying out pre-operational checks, operating material handling equipment, conducting routine maintenance, and securing and storing material handling equipment.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Carry out pre-operational checks	1.2 Pre-operational checks are conducted to manufacturer specifications to ensure optimum functionality of material handling equipment 1.3 Necessary adjustments to equipment are made in accordance with manufacturer's specified checklist to ensure efficient operation 1.4 Faulty equipment is reported to authorized person for repair and to ensure equipment is safe and effective to use	<ul style="list-style-type: none"> • Methods of conducting pre-operational checks • Techniques in making necessary adjustments • Means of reporting faulty equipment to relevant person • Tools and equipment for using and maintaining manually operated material handling equipment and the procedures and precautions for their care, use and storage 	<ul style="list-style-type: none"> • Selecting and using Personal Protective Equipment (PPE) when carrying-out pre-operational checks • Conducting pre-operational checks to manufacturer specifications • Making necessary adjustments to equipment • Reporting faulty equipment to relevant person
2. Operate material handling equipment	2.1 Appropriate personal protective equipment is used to minimize the risk of injury to operator	<ul style="list-style-type: none"> • Manner of appropriately using personal protective equipment • Methods of eliminating or controlling work 	<ul style="list-style-type: none"> • Using appropriate personal protective equipment. • Eliminating or controlling work hazards • Operating material

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>2.2 Work hazards are eliminated or controlled appropriately when using material handling equipment to ensure safe working conditions</p> <p>2.3 Assisting personnel are given clear instructions about their duties to ensure safe and effective working conditions</p> <p>2.4 Material handling equipment is operated in accordance with manufacturer and workplace operating instructions</p>	<p>hazards</p> <ul style="list-style-type: none"> • Ways of operating manually operated material handling equipment in accordance with manufacturer and workplace operating instructions • Manner of giving clear instructions to assisting personnel about their duties • Relevant OH&S and environmental procedures and regulations • Workplace procedures and policies for the use and maintenance of material handling equipment • Problems that can occur when using and maintaining material handling equipment and related action that should be taken to resolve them 	<p>handling equipment</p> <ul style="list-style-type: none"> • Giving clear instructions to assisting personnel about their duties • Working collaboratively with others when using and maintaining minor mechanical equipment • Reporting identified problems, faults and malfunctions that may arise when using and maintaining material handling equipment • Monitoring performance of equipment
3. Conduct routine maintenance	<p>3.1 Equipment is cleaned and maintained in accordance with manufacturer specifications to ensure optimum functionality</p> <p>3.2 Detailed and accurate records are maintained according to workplace procedures</p>	<ul style="list-style-type: none"> • Process of cleaning and maintaining equipment • System maintaining detailed and accurate records • Relevant OH&S and environmental procedures and regulations 	<ul style="list-style-type: none"> • Cleaning and maintaining equipment • Maintaining detailed and accurate maintenance records • Communicating effectively with others when using and maintaining minor mechanical equipment

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		<ul style="list-style-type: none"> • Workplace procedures and policies for the use and maintenance of material handling equipment. Problems that can occur when using and maintaining minor mechanical equipment and related action that should be taken to resolve them • Tools and equipment for using and maintaining minor mechanical equipment and the procedures and precautions for their care, use, and storage • Workplace documentation and records requirements 	<ul style="list-style-type: none"> • Reporting identified problems, faults and malfunctions that may arise when maintaining minor mechanical equipment • Selecting and using required personal protective equipment (PPE) • Monitoring performance of equipment
4. Secure and store material handling equipment	<p>4.14 Equipment is handled and transported in a safe, secure and efficient manner in accordance to workplace procedure</p> <p>4.15 Equipment is stored and secured according to manufacturer and workplace procedure</p> <p>4.16 Warehouse signage and lifesaving rules are followed</p>	<ul style="list-style-type: none"> • Manner of handling and transporting equipment • Procedure of storing and securing equipment • Relevant OH&S and environmental procedures and regulations • Workplace documentation and records requirements • Following relevant warehouse signage and lifesaving rules 	<ul style="list-style-type: none"> • Handling and transporting equipment in a safe, secure and efficient manner • Storing and securing equipment

RANGE OF VARIABLES

VARIABLE	RANGE
1. Materials Handling Equipment	May include but not limited to: 1.1 Pallet trucks/ jack lift/hand lift/pallet lifter 1.2 Trolley/push cart 1.3 Portable conveyors 1.4 Hoist 1.5 Drum lifters 1.6 Push/pull attachment 1.7 Forklift
2. Specified checklist	May include: 2.1 Hydraulic oil level 2.2 Bolts and nuts tightening 2.3 Lever arm operation 2.4 Wheel condition 2.5 Equipment's physical appearance/condition 2.6 Battery condition 2.7 Locking device
3. Authorized person	May include: 3.1 Team Leader 3.2 Supervisors 3.3 Maintenance Head 3.4 Managers 3.5 OSH Specialists/Safety Officer
4. Personal Protective Equipment	May include: 4.1 Safety Vest 4.2 Sunscreen 4.3 Sunglasses/Goggles/Safety Glass 4.4 Back Support 4.5 Thermal Suit 4.6 Insect repellent Suit 4.7 Gloves 4.8 Apron 4.9 Safety headwear/Hard hat 4.10 Face mask 4.11 Safety shoes 4.12 Ear protector/ear plug 4.13 Harness
5. Accurate records	May include: 5.1 Material Handling Equipment checklist form 5.2 PPE Checklist 5.3 Preventive Maintenance Report 5.4 Job Order Form 5.5 Work Permit Form

VARIABLE	RANGE
6. Warehouse signage and lifesaving rules	May include: 6.1 Pedestrian Lane 6.2 Restricted Area 6.3 Moving Equipment Warning Signs 6.4 No Smoking Sign 6.5 Restricted Use of Mobile 6.6 Hard Hat Area 6.7 3-meter Rule 6.8 Vertical Clearance Signage 6.9 Staging/Dispatching/Receiving Area

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Operated material handling equipment in accordance with manufacturer and workplace operating instructions 1.2 Made necessary adjustments to equipment according to manufacturer instructions to ensure efficient operation 1.3 Used appropriate personal protective equipment to minimize the risk of injury to operator 1.4 Equipment is cleaned and maintained in accordance with manufacturer specifications to ensure optimum functionality
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 may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TESDA qualified assessor 4.2 Competency assessment must be undertaken in accordance with the endorsed TESDA assessment guidelines

SECTION 3 TRAINING ARRANGEMENTS

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

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

3.1 CURRICULUM DESIGN

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

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

Course Title: WAREHOUSING SERVICES **NC Level: NC II**

Nominal Training Duration:	16 Hours (Basic Competencies) 98 Hours (Common Competencies) 88 Hours (Core Competencies)
Total:	202 Hours

Course Description:

This course is designed to enhance the knowledge, skills and attitude of **WAREHOUSING SERVICES NC II** in accordance with industry standards. This covers competencies that a person must achieve in receiving stocks, storing stocks, Issuing/dispatching stocks, operating and maintaining manual material handling equipment, performing stock take and inventory, packing goods/products, delivering goods/consignment and loading and unloading goods/cargo. It also includes competencies in performing computer operations and carrying out monitoring of temperature controlled stocks.

To obtain this, all units prescribed for this qualification must be achieved.

BASIC COMPETENCIES
(16 hours)

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
1. Participate in workplace communication	1.1 Obtain and convey workplace information	<ul style="list-style-type: none"> • Describe Organizational policies 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	4 Hours
		<ul style="list-style-type: none"> • Read: <ul style="list-style-type: none"> ○ Effective communication 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> ○ Written communication 			
		<ul style="list-style-type: none"> ○ Communication procedures and systems 			
		<ul style="list-style-type: none"> • Identify: <ul style="list-style-type: none"> ○ Different modes of communication 			
		<ul style="list-style-type: none"> ○ Medium of communication 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> ○ Flow of communication 			
		<ul style="list-style-type: none"> ○ Available technology relevant to the enterprise and the individual's work responsibilities 			
		<ul style="list-style-type: none"> • Prepare different Types of question 			
		<ul style="list-style-type: none"> • Gather different sources of information 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
<ul style="list-style-type: none"> • Apply storage system in establishing workplace information 					
<ul style="list-style-type: none"> • Demonstrate Telephone courtesy 					

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	1.2 Complete relevant work related documents	<ul style="list-style-type: none"> • Describe Communication procedures and systems 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> • Read: <ul style="list-style-type: none"> ○ Meeting protocols 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> ○ Nature of workplace meetings 		<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> ○ Workplace interactions 		<ul style="list-style-type: none"> • 	
		<ul style="list-style-type: none"> ○ Barriers of communication 		<ul style="list-style-type: none"> • 	
		<ul style="list-style-type: none"> • Complete work related documents 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Read instructions on work related forms/documents 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Practice: 			
		<ul style="list-style-type: none"> ○ Estimate, calculate and record routine workplace measures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> ○ Basic mathematical processes of addition, subtraction, division and multiplication 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
		<ul style="list-style-type: none"> • Demonstrate office activities in: <ul style="list-style-type: none"> ○ workplace meetings and discussions scenario 	<ul style="list-style-type: none"> • Role play 	<ul style="list-style-type: none"> • Oral evaluation • Observation 	
		<ul style="list-style-type: none"> • Perform workplace duties scenario following simple written notices 	<ul style="list-style-type: none"> • Role play 	<ul style="list-style-type: none"> • Oral evaluation • Observation 	
		<ul style="list-style-type: none"> • Follow simple spoken language 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
<ul style="list-style-type: none"> • Identify the different Non-verbal communication 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 			

		<ul style="list-style-type: none"> • Demonstrate ability to relate to people of social range in the workplace 			
		<ul style="list-style-type: none"> • Gather and provide information in response to workplace requirements 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
	1.3 Participate in workplace meeting and discussion	<ul style="list-style-type: none"> • Identify: <ul style="list-style-type: none"> ○ types of workplace documents and forms 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> ○ kinds of workplace report 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
		<ul style="list-style-type: none"> ○ Available technology relevant to the enterprise and the individual's work responsibilities 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
		<ul style="list-style-type: none"> • Read and follow instructions in applying basic mathematical concepts 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
		<ul style="list-style-type: none"> • Follow simple spoken language 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Demonstrate ability to relate to people of social range in the workplace 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Gather and provide information in response to workplace requirements 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
2. Work in a team environment		2.1 Describe and identify team role and responsibility in a team.	<ul style="list-style-type: none"> • Describe the team role and scope 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		• Read <ul style="list-style-type: none"> ○ Definition of Team 	• Lecture	• Written examination	
		○ Difference between team and group	•	•	
		○ Objectives and goals of team	•	•	
		• Identify different sources of information	•	•	
	2.2 Describe work as a team	• Describe team goals and objectives	• Group discussion	• Oral evaluation	
		• Perform in setting team goals and expectations scenario	• Role play	• Oral evaluation • Observation	
		• Identify <ul style="list-style-type: none"> ○ individual role and responsibility 	• Lecture	• Written examination	
		• Practice Interacting effectively with others	• Group discussion	• Oral evaluation	
		• Read: <ul style="list-style-type: none"> ○ Fundamental rights at work including gender sensitivity 	• Lecture	• Written examination	
		○ Understanding individual competencies relative to teamwork	•	•	
		○ Types of individuals	•	•	
		○ Role of leaders	•	•	

3. Practice career professionalism	3.1 Integrate personal objectives with organizational goals	• Describe performance evaluation	• Group discussion	• Oral evaluation	4 Hours
		• Read:	• Lecture	• Written examination	
		○ Work values and ethics (Code of Conduct, Code of Ethics, etc.)			
		○ Understanding personal objectives			
		○ Understanding organizational goals			
		• Demonstrate Intra and Interpersonal skills at work	• Demonstration	• Observation	
	• Demonstrate personal commitment in work				
	3.2 Set and meet work priorities	• Describe company policies, operations, procedures and standards	• Group discussion	• Oral evaluation	
		• Read:	• Lecture	• Written examination	
		○ Time Management			
		○ Basic strategic planning concepts			
		○ Resource utilization and management			
		• Apply managing goals and time	• Demonstration	• Observation	
		• Practice:	• Demonstration	• Observation	
○ economic use of resources and facilities					
○ time management	•	•			

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	3.3 Maintain professional growth and development	<ul style="list-style-type: none"> • Describe company recognition and incentives 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> • Read: <ul style="list-style-type: none"> ○ Career development opportunities 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
	<ul style="list-style-type: none"> ○ Information on relevant licenses and or certifications 				
	<ul style="list-style-type: none"> ○ personal career development needs 				
		<ul style="list-style-type: none"> • Identify career opportunities 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> • Determine personal career development needs 			
4. Practice occupational health and safety	4.1 Identify hazard and risks	<ul style="list-style-type: none"> • Describe OHS procedures, practices and regulations 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	4 Hours
		<ul style="list-style-type: none"> • Read: <ul style="list-style-type: none"> ○ OHS indicators 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> ○ Organizational contingency practices 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Practice hazards/risks identification and control 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
	4.2 Evaluate hazard and risks	<ul style="list-style-type: none"> • Describe effects of safety hazards 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		• Read threshold Limit Value –TLV	• Lecture	• Written examination	
		• Practice reporting safety hazards	• Role play	• Observation	
		• Demonstrate evaluating hazards and risks using communication equipment	• Demonstration	• Observation	
	4.3 Control hazards and risks	• Describe : ○ Organization safety and health protocol	• Group discussion	• Oral evaluation	
		○ Company emergency procedure practices	•	•	
		• Practice personal hygiene	• Demonstration	• Observation	
		• Practice drills on responding to emergency	• Demonstration • Simulation	• Observation	
	4.4 Maintain occupational health and safety awareness	• Identify emergency-related drills information	• Lecture	• Written examination	
		• Practice occupational safety and health standards on personal records in the workplace	• Role play	• Observation	
		• Practice emergency related drills in the workplace	• Demonstration • Simulation	• Observation	

**COMMON COMPETENCIES
(122 hours)**

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
1. Apply warehousing operations and workplace procedures	1.1. Identify major areas of the workplace	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ workplace procedures and standards and duty of care requirements including OH&S and environmental protection responsibilities 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	16 hours
		<ul style="list-style-type: none"> ○ conditions of service including: employer and employee obligations, employment contract, OH&S and other regulations 			
		<ul style="list-style-type: none"> ○ Emergency procedures 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
		<ul style="list-style-type: none"> • Prepare site or workplace layout 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Read and interpret instructions, procedures, information and signs relevant to work activities 	<ul style="list-style-type: none"> • Self-learning 	<ul style="list-style-type: none"> • Written Test 	
		<ul style="list-style-type: none"> • Read workplace structures and the roles and responsibilities of team/ group members 			
		<ul style="list-style-type: none"> • Interpret and follow operational instructions and prioritize work 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Identify and correctly use equipment, processes and procedures 			
<ul style="list-style-type: none"> • Select and use required personal protective equipment conforming to industry and OH&S standards 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 			

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

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

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	1.4. Plan and organize a personal daily routine	<ul style="list-style-type: none"> Describe company standard time and other performance measures of work activities 	<ul style="list-style-type: none"> Group discussion 	<ul style="list-style-type: none"> Oral evaluation 	
		<ul style="list-style-type: none"> Identify <ul style="list-style-type: none"> techniques of clarifying requirements of tasks 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written examination 	
		<ul style="list-style-type: none"> ways of planning daily routine to take into account rosters, industrial agreements and workplace procedures 			
		<ul style="list-style-type: none"> Select requirements of tasks appropriate to work activity 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Follow tasks agreeing achievable time and other performance measures 			
		<ul style="list-style-type: none"> Prepare daily routine plan taking into account rosters, industrial agreements and workplace procedures 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
2. Perform industry calculation in warehousing operations	2.1 Carry out calculations	<ul style="list-style-type: none"> Read and follow instructions on estimating <ul style="list-style-type: none"> Quantities of materials and resources required to complete a work task 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written examination 	16 hours
		<ul style="list-style-type: none"> Time needed to complete a work activity 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	
		<ul style="list-style-type: none"> Prepare estimates for work completion 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Identify method of estimating the time needed to complete a work activity 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written examination 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Apply techniques of <ul style="list-style-type: none"> ○ estimating quantities of materials and resources 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> ○ accurate estimate of completing a particular work/activity 			
		<ul style="list-style-type: none"> • Prepare report / documentation related to work activities 			
		<ul style="list-style-type: none"> • Demonstrate ability to communicate effectively with others when carrying out basic workplace calculations 			
	2.2 Interpret graphical representations of mathematical information	<ul style="list-style-type: none"> • Demonstrate ability to work systematically with required attention to detail 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Describe relevant OH&S responsibilities 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> • Read and interpret information represented in symbols, diagrams and pictorial representations 	<ul style="list-style-type: none"> • Self-learning 	<ul style="list-style-type: none"> • Written Test 	
<ul style="list-style-type: none"> • Identify methods in interpreting, recognizing and representing, Information in symbols, diagrams and pictorial representations 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 			

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
3. Perform workplace security and safety	3.1 Maintain security of goods and cargo	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Transport security legislation including relevant international, national laws, regulations, codes and/or guidelines 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	16 hours
		<ul style="list-style-type: none"> ○ Workplace security program and policies and procedures for responding to security threats, situations and emergencies 			
		<ul style="list-style-type: none"> ○ Quarantine and bond regulations and requirements 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> ○ Common security threats and incidents that may occur in transport, logistics and allied industries, and related roles and responsibilities of personnel when reporting them and responding to them 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> • Practice OH & S and environmental protection, procedures and guidelines 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Read and interpret instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace security in the transport and logistics industries. 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Apply procedures for security checks and precautions as per limits of role and responsibilities 	<ul style="list-style-type: none"> • Demonstration • Simulation 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Prepare documentation and reports related to security procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Demonstrate ability to communicate effectively with others when following security procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
	3.2 Identify a security threat or situation	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> ○ Workplace security program and policies and procedures for responding to security threats, situations and emergencies 			
		<ul style="list-style-type: none"> ○ Quarantine and bond regulations and requirements 			

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> Identify and follow security procedures to solve and/or report problems that may arise 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written examination 	
		<ul style="list-style-type: none"> Identify signs of security threats and situations 			
		<ul style="list-style-type: none"> Identify signs of pillage, theft and interference with goods, cargo and mail 			
		<ul style="list-style-type: none"> Demonstrate inspection of signs of pillage, theft and interference with goods, cargo and mail 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Practice OH & S and environmental protection, procedures and guidelines 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
	3.3 Respond to a security threat or situation	<ul style="list-style-type: none"> Describe: <ul style="list-style-type: none"> Adapting to differences in equipment, facilities, cargo and passengers 	<ul style="list-style-type: none"> Group discussion 	<ul style="list-style-type: none"> Oral evaluation 	
		<ul style="list-style-type: none"> Modifying activities depending on differing workplace contexts risk situations and environments 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	
		<ul style="list-style-type: none"> Report and/or rectify identified problems that arises following security procedures in accordance with regulatory requirements and workplace procedures 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Demonstrate ability to work collaboratively with others in completing workplace orientation and induction procedures 	<ul style="list-style-type: none"> Group discussion 	<ul style="list-style-type: none"> Oral evaluation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Identify common security problems that may occur when carrying out operations in the transport and logistics industries, and action that can be taken to address and resolve the problems • Apply procedures for security checks and precautions as per limits of role and responsibilities • Apply documentation and reporting requirements • Prepare documentation and reports related to security procedures 	<ul style="list-style-type: none"> • Lecture • Demonstration • Demonstration 	<ul style="list-style-type: none"> • Written examination • Observation • Observation 	
4. Provide effective customer service	4.1 Deal with customer inquiries	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Workplace procedures relevant to work activities ○ Customer service policies and procedures ○ Products and/or services provided by the workplace concerned ○ Types of operations carried out in the workplace concerned • Identify techniques in dealing with customer inquiries both by phone and face to face • Demonstrate handling customer queries and complaints • Demonstrate ability to communicate effectively with others in providing customer service 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration 	<ul style="list-style-type: none"> • Oral evaluation • Written examination • Observation 	10 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Apply telephone techniques in answering telephone calls • Practice OH & S and environmental protection, procedures and guidelines • Demonstrate ability in dealing with customer inquiries courteously and efficiently both by phone and face to face • Demonstrate ability in seeking assistance from other staff when a customer's inquiry cannot be fully answered 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
	4.2 Monitor customer satisfaction	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Ways of dealing with Customer requirements ○ Methods of providing feedback to managers and internal and/or external customers • Identify sources of information and documentation needed for work place operations • Apply ways of recording customer inquiries and associated action in accordance with workplace procedures • Prepare documentation related to the provision of customer service • Demonstrate ability to provide appropriate feedback to managers and internal and/or external customers 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration • Role play 	<ul style="list-style-type: none"> • Oral evaluation • Written examination • Observation • Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> Record and report customer inquiries and associated action Prepare reports and records of inquiries 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
5. Contribute to quality systems	5.1 Apply quality concepts	<ul style="list-style-type: none"> Describe: <ul style="list-style-type: none"> Means of completing work in accordance with workplace standards as defined in enterprise policies and procedures 	<ul style="list-style-type: none"> Group discussion 	<ul style="list-style-type: none"> Oral evaluation 	16 hours
		<ul style="list-style-type: none"> Basic quality concepts applied to work activities 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	
		<ul style="list-style-type: none"> Typical quality-related problems that may arise in work operations and products, and related options for action and solutions 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	
		<ul style="list-style-type: none"> Identify ways of meeting external and internal customer needs in providing quality services or products 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written examination 	
		<ul style="list-style-type: none"> Read typical quality-related problems that may arise in work operations and products, and related options for action and solutions 	<ul style="list-style-type: none"> Self-learning 	<ul style="list-style-type: none"> Written Test 	
		<ul style="list-style-type: none"> Practice quality work/ services or products to meet external and internal customer needs 	<ul style="list-style-type: none"> Role play 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Demonstrate ability: <ul style="list-style-type: none"> Complete work in accordance with workplace standards as defined in enterprise policies and procedure 			

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> ○ Work collaboratively with others when applying quality procedures and standards 			
		<ul style="list-style-type: none"> • Applying basic quality concepts to work activities 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Apply workplace quality assurance and improvement principles and procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Read and interpret instructions and information relevant to quality procedures and standards 	<ul style="list-style-type: none"> • Self-learning 	<ul style="list-style-type: none"> • Written Test 	
		<ul style="list-style-type: none"> • Prepare documentation related to quality procedures and standards 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
	5.2 Test and evaluate improvements	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Test Improvements to work processes 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
<ul style="list-style-type: none"> ○ Evaluating improvements to work processes 					
<ul style="list-style-type: none"> • Identify steps and procedures of checking for improvement outcomes and compliance with workplace requirements 		<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 		
<ul style="list-style-type: none"> • Apply methods of testing and evaluating improvements to work processes 		<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 		
<ul style="list-style-type: none"> • Read typical quality-related problems that may arise in work operations and products, and related options for action and solutions 		<ul style="list-style-type: none"> • Self-learning 	<ul style="list-style-type: none"> • Written Test 		
<ul style="list-style-type: none"> • Check for improvement outcomes and compliance with workplace requirements 		<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 		

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Prepare report and/or rectify any identified quality-related problems in accordance with workplace procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
	5.3 Implement improvements	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Ways of completing work in accordance with workplace procedure 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> ○ Workplace quality assurance and improvement principles and procedures 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
		<ul style="list-style-type: none"> ○ Impact of job on enterprise and individual performance 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> • Implement a successful tested and confirmed Improvement initiatives in accordance with enterprise procedures 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Apply enterprise procedures in testing and improvement initiatives 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Practice completing work in accordance with workplace procedure 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Identify methods of implementing a tested and confirmed Improvement initiatives 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Prepare documentation related to quality procedures and standards 			
		<ul style="list-style-type: none"> • Prepare report and/or rectifying any identified quality-related problems in accordance with workplace procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
6. Follow specifications and manuals of instructions when storing products	6.1 Identify and categorize products	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Techniques of identifying and categorizing products in terms of specified criteria and in accordance with workplace procedures 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	8 hours
		<ul style="list-style-type: none"> ○ Sources of product information 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> • Read re-ordering procedures and just-in-time planning principles 	<ul style="list-style-type: none"> • Self-learning 	<ul style="list-style-type: none"> • Written Test 	
		<ul style="list-style-type: none"> • Read requirements for workplace documentation, inventory systems and records 			<ul style="list-style-type: none"> • Lecture
		<ul style="list-style-type: none"> • Identify types of equipment and storage areas appropriate for different types of goods including perishable, fragile, dangerous, composition /state goods 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Identify products and categorizing in terms of specified criteria in accordance with workplace procedures 			<ul style="list-style-type: none"> • Demonstration
	<ul style="list-style-type: none"> • Apply use of labels, inventory systems and other information sources to assist in the identification of products, handling and storage requirements 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 		
	6.2 Match products to locations based on specified criteria			<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Ways of determining locations for products based on specified criteria 	<ul style="list-style-type: none"> • Group discussion

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> ○ Techniques of using labels, inventory systems and other information sources to assist in the identification of products, handling and storage requirements 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
		<ul style="list-style-type: none"> ○ Information on various categories or groups of products including their key characteristics and hazards and the special handling, stacking and storage requirements for each 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
		<ul style="list-style-type: none"> ○ Information on products/stock to determine, plan and organize processes used for receiving, storage, goods movement, dispatch, stock levels, re-ordering processes 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
		<ul style="list-style-type: none"> • Read determining locations for products based on specified criteria 	<ul style="list-style-type: none"> • Self-learning 	<ul style="list-style-type: none"> • Written Test 	
		<ul style="list-style-type: none"> • Identify product sources, destinations and potential problems 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
	<p>6.3 Assist workmates to solve stock identification and location problems</p>	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Ways of identifying new stock items and bringing particular product information to the attention of relevant personnel 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> ○ Techniques of accessing product information and the application of problem solving and information analysis skills 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> ○ Methods of locating and assimilating information relevant to the product 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
		<ul style="list-style-type: none"> • Identify new stock items and particular product information is brought to the attention of relevant workers 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Apply routine and non-routine stock enquiries in assisting workmates 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Demonstrate updates on information of products for relevant workmates 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
7. Maintain and use hand tools	7.1 Select and use hand tools	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Proper ways/techniques of using different types of hand tools ○ Problems that can occur when using and maintaining hand tools and related action that should be taken 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	16 hours
		<ul style="list-style-type: none"> • Practice OH & S and environmental protection, procedures and regulations relevant to the use of hand tools 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Follow procedures and policies for the use and maintenance of hand tools in the workplace 	<ul style="list-style-type: none"> • Role play 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Use appropriate personal safety protection to minimize the risk of personal injury 	<ul style="list-style-type: none"> • Role play 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Prepare report and/or rectify any identified problems, faults or malfunctions when maintaining and using hand tools in accordance with regulatory requirements and workplace procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Demonstrate ability in choosing the correct tools to complete workplace tasks and ensure efficient and safe working conditions 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
	7.2 Maintain hand tools	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Workplace procedures and policies for the use and maintenance of hand tools 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> ○ Problems that can occur when using and maintaining hand tools and related action that should be taken 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	
		<ul style="list-style-type: none"> • Read and follow instructions in cleaning and maintaining of equipment in accordance with manufacturer's specifications and/or local instructions to ensure correct functionality of equipment 	<ul style="list-style-type: none"> • Self-learning 	<ul style="list-style-type: none"> • Written Test 	
		<ul style="list-style-type: none"> • Demonstrate ability to: <ul style="list-style-type: none"> ○ Clean and maintain equipment in accordance with manufacturers specifications and/or local instructions to ensure correct functionality of equipment 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> ○ Repair, replace or report any unserviceable tools to relevant personnel to ensure correct functionality 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Read and interpret instructions, procedures, information and signs relevant to the maintenance and use of hand tools 	<ul style="list-style-type: none"> • Self-learning 	<ul style="list-style-type: none"> • Written Test 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Demonstrate ability to communicate effectively with others when maintaining and using hand tools 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
	7.3 Secure and store hand tools	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Procedure of transporting tools in a safe, secure, efficient manner to minimize risk of injury to personnel and damage to equipment ○ Storing and securing tools according to manufacturers or workplace procedures • Identify ways of storing and securing tools according to manufacturers or workplace procedures • Prepare workplace documentation and records requirements • Apply documentation and recording of tools and equipment as required in the workplace • Demonstrate ability to transport tools in a safe, secure, efficient manner to minimize risk of injury to personnel and damage to equipment 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration • Demonstration • Demonstration 	<ul style="list-style-type: none"> • Oral evaluation • Written examination • Observation • Observation • Observation 	
8. Perform computer operations	8.1 Plan and prepare for task to be undertaken	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Means of determining requirements of task ○ Method of selecting appropriate hardware and software according to task assigned and required outcome 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	24 hours

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

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

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

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

**CORE COMPETENCIES
(88 hours)**

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
1. Receive stocks	1.1 Identify workplace procedures and documentation requirements for the receipt of stock/good	<ul style="list-style-type: none"> Follow National and International Codes and regulations relevant to the receiving of stocks/goods and relevant bond, quarantine or other legislative requirements Procedures for receipt of stocks/goods in the workplace- 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	16 hours
		<ul style="list-style-type: none"> Describe National and International Codes and regulations relevant to the receiving of stocks/goods and relevant bond, quarantine or other legislative requirements Procedures for receipt of stocks/goods in the workplace- 	<ul style="list-style-type: none"> Group Discussion 	<ul style="list-style-type: none"> Oral evaluation 	
		<ul style="list-style-type: none"> Identify workplace procedures for receipt of stocks/goods 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written examination 	
		<ul style="list-style-type: none"> Read workplace procedures and policies for the receiving of stocks/goods 	<ul style="list-style-type: none"> Self-learning 	<ul style="list-style-type: none"> Written Test 	
		<ul style="list-style-type: none"> Identify workplace documentation requirements for the receipt of stocks/goods and reporting of damage 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
		<ul style="list-style-type: none"> Identify problems that may occur when receiving stocks/goods and appropriate action that can be taken to resolve the problems 			
		<ul style="list-style-type: none"> Describe documentation requirements for the receiving of stocks/goods 	<ul style="list-style-type: none"> Group Discussion 	<ul style="list-style-type: none"> Oral evaluation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> Select procedures for receipt of stocks/goods in the workplace 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Select and use relevant stocks/load handling equipment when receiving goods 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
		<ul style="list-style-type: none"> Perform workplace documentation requirements for the receipt of stocks goods and reporting of damage 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Accomplish damage report 			
		<ul style="list-style-type: none"> Read and interpret instructions, procedures, information, labels and signs relevant to receiving stocks/ goods 	<ul style="list-style-type: none"> Self-learning 	<ul style="list-style-type: none"> Written Test 	
		<ul style="list-style-type: none"> Estimate the size, shape and special requirements of stocks/goods and loads 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
		<ul style="list-style-type: none"> Explain the required information, labels and signs relevant to receiving stocks/goods 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
		<ul style="list-style-type: none"> Report and/or rectify any problems when receiving stocks/goods in accordance with regulatory requirements and workplace procedures 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Observe OSH in performing activities in the workplace 			
		<ul style="list-style-type: none"> Select and use required personal protective equipment conforming to industry and OH&S standards 			

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	1.2 Check and inspect stocks/goods on arrival and complete workplace documentation	<ul style="list-style-type: none"> Identify workplace documentation requirements for the receipt of stocks/ goods 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
		<ul style="list-style-type: none"> Identify methods and procedures for checking of stocks/goods in comparison with orders or manifests 			
		<ul style="list-style-type: none"> Apply procedures for checking of stocks/goods 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Read and interpret instructions, procedures, information, labels and signs relevant to receiving goods 			
		<ul style="list-style-type: none"> Follow procedures for documenting and dispatching or storing a non-conforming stocks/goods 			
		<ul style="list-style-type: none"> Check and report discrepancies and/or damaged of stocks/ goods 			
		<ul style="list-style-type: none"> Prepare discrepancy report 			
		<ul style="list-style-type: none"> Communicate effectively with others when receiving goods 			
	1.3 Unload and unpack stocks/goods.	<ul style="list-style-type: none"> Identify methods of unloading and unpacking stocks/goods in accordance with workplace procedures 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
		<ul style="list-style-type: none"> Select appropriate manual handling techniques in unloading and unpacking stocks/goods in accordance with workplace procedures 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
<ul style="list-style-type: none"> Follow specifications and standards for the checking and inspection of received goods 		<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 		

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Check and inspect received goods • Read and interpret instructions, procedures, information, labels and signs relevant to unloading and unpacking of stocks/goods • Coordinate with others to maintain safe and effective work • Apply safe working procedures when unloading, unpacking and storing stocks/goods • Apply OSH & and environmental protection procedures and guidelines in unloading, unpacking and storing stock • Apply 5s/housekeeping standards procedures required in the workplace 	<ul style="list-style-type: none"> • Self-learning • Demonstration 	<ul style="list-style-type: none"> • Written Test • Observation 	
2. Store stocks/ goods	2.1 Identify and categorize products	<ul style="list-style-type: none"> • Describe product identification strategies • Describe information on various categories or groups of products including their key characteristics and hazards and the special handling, stacking and storage requirements f or each • Describe sources of product information • Identify and categorize products in terms of specified criteria in accordance with workplace procedures • Access, read and explain product information, policies and regulatory 	<ul style="list-style-type: none"> • Group Discussion • Lecture • Self-learning 	<ul style="list-style-type: none"> • Oral evaluation • Written Examination • Written Test 	16 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		requirements relevant to workplace operations			
		<ul style="list-style-type: none"> Use information on products/stock to determine, plan and organize processes used for storage, goods movement and dispatch processes 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
	2.2 Match products to locations based on specified criteria	<ul style="list-style-type: none"> Describe method of determining locations for products based on specified criteria 	<ul style="list-style-type: none"> Group Discussion 	<ul style="list-style-type: none"> Oral evaluation 	
		<ul style="list-style-type: none"> Describe strategies in identifying products, handling and storage requirements 			
		<ul style="list-style-type: none"> Identify types of equipment and storage areas appropriate for different types of goods 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
		<ul style="list-style-type: none"> Determine locations for products based on specified criteria 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Use labels, inventory systems and other information sources to assist in the identification of products, handling and storage requirements 			
	2.3 Identify appropriate transfer and handling requirements	<ul style="list-style-type: none"> Describe ways of identifying and evaluating resources used to transfer different products through the storage zones 	<ul style="list-style-type: none"> Group Discussion 	<ul style="list-style-type: none"> Oral evaluation 	
		<ul style="list-style-type: none"> Describe the means of identification and reporting of variances 	<ul style="list-style-type: none"> Group Discussion 	<ul style="list-style-type: none"> Oral evaluation 	
		<ul style="list-style-type: none"> Describe strategies of completing documentation in accordance with workplace procedures 			

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Identify requirements for workplace documentation, inventory systems and record • Identify documentation requirements including reports and records concerning damaged or contaminated goods • Identify and evaluate resources used to transfer different products • Identify and report of work in receiving and dispatching areas • Complete relevant documentation in accordance with workplace procedures 	<ul style="list-style-type: none"> • Lecture • Demonstration 	<ul style="list-style-type: none"> • Written Examination • Observation 	
	2.4 Store stocks/goods	<ul style="list-style-type: none"> • Describe methods of sorting, assembling and consolidating products in the appropriate storage areas • Describe methods of checking Storage work in accordance with company procedures • Identify means of completing documentation and recording in accordance with workplace procedures • State relevant OH&S and environmental protection procedures and guide lines • Describe re-ordering procedures and just-in-time planning principles 	<ul style="list-style-type: none"> • Group Discussion • Lecture • Group Discussion 	<ul style="list-style-type: none"> • Oral evaluation • Written Examination • Oral evaluation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Identify requirements for workplace documentation, inventory systems and records • Sort, assemble and consolidate of products in the appropriate storage areas • Check storage in accordance with company procedures • Complete documentation and recording in accordance with workplace procedures • Complete documentation related to the organization of work activities • Report and/or rectify any identified problems that may arise when performing storage work 	<ul style="list-style-type: none"> • Lecture • Demonstration 	<ul style="list-style-type: none"> • Written Examination • Observation 	
3. Pick stocks/goods	3.1 Check and Secure pick list/order slip of goods/stock for picking	<ul style="list-style-type: none"> • Identify methods of stocks/goods as per picking or order slip • Determine quantity of stocks/goods to be picked • Determine terming time and date of delivery • Identify documents of stocks/goods to be picked • Determine stocks/goods availability and status for picking 	<ul style="list-style-type: none"> • Lecture • Group discussion • Role Play • Brainstorming • Demonstration • • • • 	<ul style="list-style-type: none"> • Written Test • Interview • Observation • • • • 	16 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> Pick stocks/goods according to time and date requirements 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	
		<ul style="list-style-type: none"> Coordinate and communicate goods/stock availability/status 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	
	3.2 Identify goods/stock bin location and identification	<ul style="list-style-type: none"> Follow product specification and code system 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	
	<ul style="list-style-type: none"> Confirm, verify and match stocks/goods identification 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 		
	<ul style="list-style-type: none"> Follow protocol in communicating and coordinating stocks/goods accuracy and discrepancy 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 		
	<ul style="list-style-type: none"> Follow workplace processes for records management in updating stock inventory reports 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 		
	<ul style="list-style-type: none"> Undertake stocktaking and picking SOPs 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 		
	<ul style="list-style-type: none"> Follow product specification 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 		
	<ul style="list-style-type: none"> Document stock levels and discrepancies accurately 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 		
	<ul style="list-style-type: none"> Follow workplace processes for records management in updating stock inventory reports 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 		
	3.3 Checks warehouse goods/stock for damages during picking process	<ul style="list-style-type: none"> Follow procedures/SOPs in conducting physical check during picking of stocks/ 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> Follow procedures in segregating and applying appropriate treatment to identified damage 	•	•	
		<ul style="list-style-type: none"> Identify ways in replacing damage goods/stock for picking in warehouse stock to fulfill order slip/pick list 	•	•	
		<ul style="list-style-type: none"> Document/File report regarding workplace damages 	•	•	
		<ul style="list-style-type: none"> Reconcile and validate inventory data to match warehouse stock 	•	•	
		<ul style="list-style-type: none"> Complete workplace documentation 	•	•	
		<ul style="list-style-type: none"> Complete documentation related to the conduct of stock takes and inventory 	•	•	
		<ul style="list-style-type: none"> Coordinate replacement for damaged goods/stock to fulfill order slip/pick list Establish damage documentation requirements and reports 	•	•	
	3.4 Identify goods/stock discrepancies, report and coordinate stock status/availability	<ul style="list-style-type: none"> Follow procedures in identifying discrepancy based on the order slip/pick list against goods/stocks status/ availability 	•	•	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> Follow procedures and medium in reporting and coordinating goods/stock status/ availability report 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	
		<ul style="list-style-type: none"> Follow industry policy/ies in rectifying discrepancy in the order slip/pick list based on the goods/stocks actual availability 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	
		<ul style="list-style-type: none"> Follow policy/ies and procedures in the documentation requirements in reporting discrepancy against the goods/stocks status/availability 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	
		<ul style="list-style-type: none"> Identify discrepancy/ies based on the order slip/pick list against goods/stock status/availability 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	
		<ul style="list-style-type: none"> Follow port procedure in the execution of reports and proper use of communication tools and regarding goods/stocks status/availability report 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	
		<ul style="list-style-type: none"> Rectify discrepancy/ies in the order slip/pick list against goods/stocks status/availability 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	
		<ul style="list-style-type: none"> Follow policy/ies and procedures in the documentation requirements in reporting discrepancy against the goods/stocks status/availability 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	
4. Issue stocks/ goods	4.1 Analyze order to identify requirements	<ul style="list-style-type: none"> Describe regulations relevant to dispatch operations, including and relevant bond, quarantine or other legal requirements 	<ul style="list-style-type: none"> Group Discussion 	<ul style="list-style-type: none"> Oral evaluation 	16 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> Read procedures and policies for issuing operations 	<ul style="list-style-type: none"> Self-learning 	<ul style="list-style-type: none"> Written Test 	
		<ul style="list-style-type: none"> Apply procedures and policies for issuing operations 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Identify product(s) on order and required schedules for issuance 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
		<ul style="list-style-type: none"> Estimate the size, shape and special requirements of goods and loads 			
		<ul style="list-style-type: none"> Apply procedure of identifying product(s) on order 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Identify the different means of interpreting order request and consignment note documentation 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
		<ul style="list-style-type: none"> Read and interpret order request and consignment note documentation 	<ul style="list-style-type: none"> Self-learning 	<ul style="list-style-type: none"> Written Test 	
		<ul style="list-style-type: none"> Read and interpret instructions, procedures and labels relevant to the organizing of issuance operations 			
		<ul style="list-style-type: none"> Identify required schedules for issuance 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
		<ul style="list-style-type: none"> Select appropriate materials handling equipment within required OH&S regulations and timeframe for the issuance 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Observe OH&S and environmental protection procedures and guidelines 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Communicating effectively with others when organizing issuance operations 			

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	4.2 Follow workplace order picking processes to prepare goods for issuance	<ul style="list-style-type: none"> Describe regulations relevant to issuance operations, including and relevant bond, quarantine or other legal requirements 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 	
		<ul style="list-style-type: none"> Follow workplace procedures and policies for issuing 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Follow the techniques of selecting and checking goods for issuance against product knowledge, labels and other identification methods 			
		<ul style="list-style-type: none"> Select and check goods for issuance against product knowledge, labels and other identification methods 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Sort, assemble and consolidate products 			
		<ul style="list-style-type: none"> Accomplish order form and place orders in storage zones in accordance with schedule 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Follow system of checking order against dispatch schedule and order form 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
		<ul style="list-style-type: none"> Check order against dispatch schedule and order form 			
		<ul style="list-style-type: none"> Accomplish place orders in storage zones in accordance with schedule 			
		<ul style="list-style-type: none"> Read and interpret instructions, procedures and labels relevant to the organizing of issuance operations 	<ul style="list-style-type: none"> Self-learning 	<ul style="list-style-type: none"> Written Test 	
<ul style="list-style-type: none"> Observe OH&S and environmental protection procedures and guidelines operations 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 			

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration		
	4.3 Issue stocks/goods	<ul style="list-style-type: none"> Describe transportation requirements to delivery personnel where appropriate 	<ul style="list-style-type: none"> Group Discussion 	<ul style="list-style-type: none"> Oral evaluation 			
		<ul style="list-style-type: none"> Identify the problems that may occur when issuing goods and appropriate action that can be taken to resolve the problems 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 			
		<ul style="list-style-type: none"> Organize documents related to issuance operations 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 			
		<ul style="list-style-type: none"> Apply procedure of checking load labels and documentation and organizing loading in accordance with workplace procedures 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 			
		<ul style="list-style-type: none"> Check load labels and documentation and organizing loading in accordance with workplace procedures 					
		<ul style="list-style-type: none"> Identify procedures in final checking of load labels and completing documentation in accordance with requirements 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written Examination 			
		<ul style="list-style-type: none"> Select and use relevant equipment and communications technology when organizing issuance operations 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 			
		<ul style="list-style-type: none"> Follow precautions and procedures in using equipment during issuance operations 					
		<ul style="list-style-type: none"> Coordinate work with others when organizing issuance operations 					
		<ul style="list-style-type: none"> Prepare workplace records and labels and attach appropriate issuance documentation 					

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Prepare documents and record requirements for issuance operations • Select and use required personal protective equipment conforming to industry and OH&S standards • Observe OH&S and environmental protection procedures and guidelines • Apply 5 s/Housekeeping standards procedures required in the workplace 			
5. Operate and maintain material handling equipment	5.1 Carry out pre-operational checks	• Describe the different material handling equipment	• Group Discussion	• Oral evaluation	24 hours
		• Select and wear personal protective equipment (PPEs) related to pre-operational checks of equipment	• Demonstration	• Observation	
		• Demonstrate methods of pre-operational checks			
		• Calibrate parts of material handling equipment	•		
		• Accomplish checklist of faulty equipment			
	5.2 Operate material handling equipment	• Select and wear personal protective equipment (PPEs) relevant to operating material handling equipment	• Demonstration	• Observation	
		• Identify and eliminate/control work hazards	• Lecture	• Written Examination	
		• Discuss the procedures of cleaning and maintaining equipment	• Group Discussion	• Oral evaluation	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Discuss the occupational safety and health standards (OSHS) related to operation of equipment 			
		<ul style="list-style-type: none"> • Discuss the procedure in operating material handling equipment 			
		<ul style="list-style-type: none"> • Operate material handling equipment 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
	5.3 Conduct routine maintenance	<ul style="list-style-type: none"> • Discuss the procedures and policies in cleaning and maintaining material handling equipment 	<ul style="list-style-type: none"> • Group Discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
	<ul style="list-style-type: none"> • Discuss the occupational safety and health standards (OSHS) and environmental procedures and regulations related to routine maintenance of equipment 	<ul style="list-style-type: none"> • Group Discussion 	<ul style="list-style-type: none"> • Oral evaluation 		
	<ul style="list-style-type: none"> • Select and wear personal protective equipment (PPEs) relevant to routine maintenance of material handling equipment 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 		
	<ul style="list-style-type: none"> • Clean material handling equipment 				
	<ul style="list-style-type: none"> • Test run and identify problems/defects of material handling equipment 				
	<ul style="list-style-type: none"> • Repair minor problems/defects of material handling equipment 				
	<ul style="list-style-type: none"> • Prepare preventive maintenance report 				
<ul style="list-style-type: none"> • Accomplish job order form 					
5.4 Secure and store material handling equipment	<ul style="list-style-type: none"> • Discuss the procedures and policies in cleaning and maintaining material handling equipment 	<ul style="list-style-type: none"> • Group Discussion 	<ul style="list-style-type: none"> • Oral evaluation 		

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Discuss the occupational safety and health standards (OSHS) and environmental procedures and regulations related to routine maintenance of equipment 			
		<ul style="list-style-type: none"> • Select and wear personal protective equipment (PPEs) relevant to routine maintenance of material handling equipment 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Clean material handling equipment 			
		<ul style="list-style-type: none"> • Test run and identify problems/defects of material handling equipment 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Repair minor problems/defects of material handling equipment 			
		<ul style="list-style-type: none"> • Prepare preventive maintenance report 			
		<ul style="list-style-type: none"> • Accomplish job order form 			
6. Pack goods/ products	6.1 Select packaging materials	<ul style="list-style-type: none"> • Describe National and International codes and regulations relevant to the packaging of goods including Dangerous Goods Code 	<ul style="list-style-type: none"> • Group Discussion 	<ul style="list-style-type: none"> • Oral evaluation 	16 hours
		<ul style="list-style-type: none"> • Identify different types of packaging materials and select appropriate suitable to the goods to be packed 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written Examination 	
		<ul style="list-style-type: none"> • Interpret packaging specifications and order packaging documentation of 3 examples given 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Describe ways of matching packaging materials to packaging specifications 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Identify the most economical material to use on goods/loads according to its size, shape and special requirements 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written Examination 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	6.2 Pack/wrap goods/products	<ul style="list-style-type: none"> • Gave example of PPEs and identify those that would most appropriate to use in a given situation 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written Examination 	
		<ul style="list-style-type: none"> • Demonstrate the method in packing/ wrapping of goods/products considering the <ul style="list-style-type: none"> - packaging specifications - order packaging requirements - OH&S requirements 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Identify packaging problems and describe ways to correct it 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written Examination 	
		<ul style="list-style-type: none"> • Describe ways of stacking packed goods 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
	6.3 Label packed goods/products	<ul style="list-style-type: none"> • Describe ways of identifying workplace labeling standards 	<ul style="list-style-type: none"> • Group Discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> • Identify different type of goods and describe how it can be appropriately handled considering the labels and identification symbols 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written Examination 	
		<ul style="list-style-type: none"> • Demonstrate the method of attaching invoices and picking slips 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Identify documentation requirements for the packaging of goods/products 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written Examination 	
		<ul style="list-style-type: none"> • Describe ways of stacking packed goods 	<ul style="list-style-type: none"> • Group Discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
	6.4 Deliver goods/ consignment to specific route	<ul style="list-style-type: none"> • State the laws, guidelines when undertaking deliveries 	<ul style="list-style-type: none"> • Group Discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> • Describe ways of ensuring that goods/ consignment for delivery are in good condition and in the specified sequence 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Gave examples of different goods, describe how it can be secured to minimize risk of damage, theft, misdelivery and loss 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written Examination 	
		<ul style="list-style-type: none"> • Gave examples of items requiring special treatment, describe needed documentation before delivery 			
		<ul style="list-style-type: none"> • Demonstrate how to deal with customers in a courteous and engaging manner 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Interpret instructions, procedures and labels relevant to delivery operations 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Gave examples of different goods, describe how it can be secured to minimize risk of damage, theft, misdelivery and loss 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written Examination 	
		<ul style="list-style-type: none"> • Gave examples of problems on delivery operation that may occur, describe ways to correct 			
	6.5 Report on delivery activity	<ul style="list-style-type: none"> • Gave examples of problems during delivery and describe proper procedure of reporting the incident 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written Examination 	
		<ul style="list-style-type: none"> • Identify means of processing undelivered and undeliverable goods/consignment 			
		<ul style="list-style-type: none"> • Demonstrate the procedures of completing and checking documents 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	

1.2 TRAINING DELIVERY

1. The delivery of training shall adhere to the design of the curriculum. Delivery shall be guided by the principles of competency-based TVET.
 - a. Course design is based on competency standards set by the industry or recognized industry sector; (Learning system is driven by competencies written to industry standards)
 - b. Training delivery is learner-centered and should accommodate individualized and self-paced learning strategies;
 - c. Training can be done on an actual workplace setting, simulation of a workplace and/or through adoption of modern technology (Video Conferencing, Webinar, etc).
 - d. Assessment is based in the collection of evidence of the performance of work to the industry required standards;
 - e. Assessment of competency takes the trainee's knowledge and attitude into account but requires evidence of actual performance of the competency as the primary source of evidence.
 - f. Training program allows for recognition of prior learning (RPL) or current competencies;
 - g. Training completion is based on satisfactory performance of all specified competencies.
2. The competency-based TVET system recognizes various types of delivery modes, both on-and off-the-job as long as the learning is driven by the competency standards specified by the industry. The following training modalities and their variations/components may be adopted singly or in combination with other modalities when designing and delivering training programs:

2.1. Institution- Based:

- The traditional classroom-based or in-center instruction may be enhanced through use of learner-centered methods as well as laboratory or field-work components.

1. Institution- Based:

- Dual Training System (DTS)/Dualized Training Program (DTP) which contain both in-school and in-industry training or fieldwork components. Details can be referred to the Implementing Rules and Regulations of the DTS Law and the TESDA Guidelines on the DTP;

2. Enterprise-Based:

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

1.3 TRAINEE ENTRY REQUIREMENTS

Trainees or students wishing to gain entry into this course should possess the following requirements:

- Must have finished ten (10) years of basic education
- Must be able to communicate in English language both oral and written
- Must be able to perform basic mathematical computation

1.4 TOOLS AND EQUIPMENT LIST OF TOOL, EQUIPMENT AND MATERIALS

WAREHOUSING SERVICES NC II

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

TOOLS	
Qty	Specification/s
5 pcs.	Screw driver, negative
5 pcs.	Screw driver, positive (Philips)
1 pcs.	Adjustable wrench
1 set.	Set of combination wrench
1 set	Set of socket wrench, 3/8" drive
1 set	Set of socket wrench, 1/2" drive
1 set	Hex (Allen) wrench set
1 pcs.	Crow (pry) bar, straight head, 16"
1 pcs.	Crow (pry) bar, rolling head, 16"
5 pcs.	Pliers, slip joint, 6"
5 pcs.	Vise grip pliers, slip joint, 10"
1 set	Punch and Chisel Set
5 pcs.	Cutting Knife (Cutter)
2 pcs.	Packaging tape dispenser
1 pc.	Anti-fatigue mat

EQUIPMENT *	
Qty	Specification/s
1 unit	Pallet truck. 2 tons cap. *
1 unit	Trans-Stacker / Transporter, 23x41x72" dimension, 3/4-56" lift height*
1 unit	Hand truck, platform type, 200 kg. cap. *
1 unit	Drum truck trolley, 1520 x 600 x 1500mm, 450Kg cap. *
1 unit	Scale, weighing
1 unit	Hand hoist (chain block), 2 ton capacity *
1 unit	Jib crane, mobile, 1000 lbs.@54"L, 9-96-3/4" *
1 unit	Dolly, plastic or wood, 250kg cap.
1 unit	Trolley, platform type with handle, 710 x 455mm. 150kg cap. *
2 units	Pallet, wood, 80x48x4-7/8"
2 units	Pallet, wood, 48x40x4-7/8"
2 units	Pallets, Double-Deck Plastic 48x40x6"
2 unit	Shelving unit, steel, 36 x 30 x 85", 2 layer shelves *
4 units	Work bench, Steel top, industrial, 34 x 72" D x W, Std. 32-1/2" H *
1 unit	Forklift truck, battery operated, 1 ton cap. **
1 unit	Step ladder, double sided, aluminum
1 unit	Bar code scanner, long range, laser type, up to 30" range

Note:

* The above equipment can be available on site.

TRAINING MATERIALS/CONSUMABLES	
Qty	Specification/s
10 pcs.	Packaging box, cardboard, 20" x 10" x 10"
10 pcs.	Packaging box, cardboard, 20" x 20" x 20"
1 bundle	Bubble cushioning, 1/2" x 250` Slit 12" Perf 12" Large Bubble
1 bag	Loose fill peanuts, white, 2 ½ cu. Ft. bag size
1 roll	Stretch wrap, 5" x 100- ft. roll
2 rolls	Packaging tape, transparent, 2" x 110 yards, roll
2 rolls	Packaging tape, reinforced paper, 2.75" x 450' roll
2 rolls	Packaging Tape, General Purpose Grade, 2 in. x 110 yds. (Clear)
1 gallon	Oil, hydraulic, SAE 10
1 can	Grease, multi-purpose,
1 box	Pen, permanent, black

SAFETY/PPEs	
Qty	Specification/s
25 pairs	Cotton gloves
25 pairs	Leather gloves
25 pcs.	Reflectorized Vest
10 pcs.	Hard hat
25 pcs.	Safety glass
25 pcs.	Safety shoes. Steel toed
25 pcs.	Dust Mask
25 pcs.	Apron

ROOM FURNITURES	
Qty	Specification/s
25 units	Arm chair, plastic, 17 ½" seat height
1 unit	Table teachers, single pedestal, 48" W x 30" D x 29-1/2" H
1 unit	Projector, overhead
1 unit	Computer System
1 unit	White board, magnetic, wall mounted. 4 ft. x 8 ft.
1 set	Flip board, foldable
1 pc	Cork Board

3.5 TRAINING FACILITIES

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

Space Requirement	Size in Meters	Area in Sq. Meters	Total Area in Sq. Meters
Lecture Room	8 x 5 m.	40 sq. m.	40 sq. m.
Laboratory/workshop *	Actual Size	Actual Size	Actual Size
Learning Resource Center	3 x 5 m.	15 sq. m.	15 sq. m.
Storage/Tool room		20 sq.m	20 sq.m
Wash room/Comfort Room (Male and Female)	3 x 4 m.	12 sq. m.	12 sq. m.
Circulation Area			26 sq. m.
Total workshop area:			115 sq. m.

Note:

* Laboratory Activity can be done in an actual Warehouse Facility

TVIs offering the Warehousing Services Program must have MOA with Warehouse Facility

3.6 TRAINER'S QUALIFICATIONS FOR WAREHOUSING SERVICES NC II

- Must be a holder of NTTC Level I in Warehousing Services NC II
- Must be able to communicate in English and Filipino vernacular
- Must have at least 2 years relevant warehousing industry experience
- Must have attended relevant training and seminars on warehousing operations.
- Must be computer literate

3.7 INSTITUTIONAL ASSESSMENT

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

SECTION 4 ASSESSMENT AND CERTIFICATION ARRANGEMENT

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

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

4.1 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

- 4.1.1 To attain the National Qualification of **WAREHOUSING SERVICES NC II**, the candidate must demonstrate competence through a project-type assessment covering in all units listed in Section 1. Successful candidates shall be awarded a National Certificate signed by the TESDA Director General.
- 4.1.2 The qualification of **WAREHOUSING SERVICES NC II** may be attained through -
 - 4.1.2.1 Accumulation of Certificates of Competency (COCs) in the following areas –
 - 4.1.2.2 Receiving stocks/goods and Storing stocks/goods (Warehouse Checker)
 - 4.1.2.3 Picking stocks/goods (Warehouse Picker)
 - 4.1.2.4 Issuing/dispatching stocks/goods (Dispatcher)
 - 4.1.2.5 Packing stocks and goods (Warehouse Packer)
 - 4.1.2.6 Operating and maintaining manual handling equipment (Material Handler)
- 4.1.3 Assessment shall focus on the units of competency. The basic and common units shall be integrated or assessed concurrently with the core units.
- 4.1.4 The following are qualified to apply for assessment and certification:
 - 4.1.4.1 Graduates of training programs related to warehousing operations/management
 - 4.1.4.2 Experienced workers in warehousing services/industry
- 4.1.5 Reassessment is allowed only after one month from the date of assessment. Reassessment for a National Certificate shall be done only on the task/s that the candidate did not successfully achieve.
- 4.1.6 A candidate who fails the assessment for two (2) consecutive times will be required to go through a refresher course before taking another assessment.

- 4.1.7 Only certified individuals in this Qualification may be nominated by the industry sector for accreditation as competency assessor.

4.2 COMPETENCY ASSESSMENT REQUISITE

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

This document can:

- a) Identify the candidate's skills and knowledge
 - b) Highlight gaps in candidate's skills and knowledge
 - c) Provide critical guidance to the assessor and candidate on the evidence that need to be presented
 - d) Assist the candidate to identify key areas in which practice is needed or additional information or skills that should be gained prior`
- 4.2.2 Accredited Assessment Center. Only Assessment Center accredited by TESDA is authorized to conduct competency assessment. Assessment centers undergo a quality assured procedure for accreditation before they are authorized by TESDA to manage the assessment for National Certification.
- 4.2.3 Accredited Competency Assessor. Only accredited competency assessor is authorized to conduct assessment of competence. Competency assessors undergo a quality assured system of accreditation procedure before they are authorized by TESDA to assess the competencies of candidates for National Certification.

COMPETENCY MAP
Warehousing Services Sector

ANNEX A

CORE COMPETENCIES	Receive Stocks/Goods	Store Stocks/Goods	Pick stocks/goods	
	Issue/Dispatch Stocks/Goods	Pack Goods/Products	Operate and Maintain Manual Material Handling Equipment	
COMMON COMPETENCIES	Apply Knowledge in Warehouse Operations	Perform Industry Calculation in Warehousing Operations	Perform Workplace Security and Safety	Provide Effective Customer Service
	Contribute to Quality System	Follow Specifications and Manuals of Instructions	Maintain and Use Hand Tools	Perform Computer Operation
BASIC COMPETENCIES	Participate in Workplace Communication	Work in a Team Environment		
	Practice Career Professionalism	Practice Occupational Health and Safety Procedures		

DEFINITION OF TERMS

BOL	Bill of Lading- is a document issued by a carrier which details a shipment of merchandise and gives title of that shipment to a specified party.
ETA	Estimated Time of Arrival- The time expected for the arrival of delivery of goods to the customer.
FIFO	First In, First Out. Goods that are stored first will be released first
GSP	Good Storage Practice
LIFO	Last In, First Out. Goods/items that are stored last will be released first.
MSD	Musculoskeletal Disorders. According to the Occupational Safety and Health Administration (OSHA), a musculoskeletal disorder is a disorder of soft tissue, joints, cartilage, blood vessels, or spinal discs.
SKU	Stock keeping unit, is an identification, usually alphanumeric, of a particular product that allows it to be tracked for inventory purposes.
SOP	Standard Operating Procedures. A document dictating a set of explicit instructions to successfully accomplish a specific goal. SOPs are intended to be followed without deviation, and provide all the required details and decision branches required to perform a given procedure.
TILE	Acronym for Task, Individual, Load and Environment. Four specific areas used to assess manual handling activities
Axle	A straight shaft that is fixed in location and is used to mount rotating wheels or gears
Barcode	Is an optical machine-readable representation of data relating to the object to which it is attached. It is a small image of lines (bars) and spaces that is affixed to store items identification cards, and etc. to identify a particular product number, person, or location.
Bisphenol-A	A component in metal can coatings, which protect the food from directly contacting metal surfaces. BPA has been used in food packaging since the 1960s.
Cellophane	A thin, flexible, transparent cellulose material made from wood pulp and used as a moisture proof wrapping
Consignee	Is the entity or person who is responsible for the receipt of a shipment. Generally, but not always, the consignee is the same as the receiver or the buyer.
Corrugated Cardboard	An engineered paper product designed to function as a packaging box that is both versatile and durable. It is the most popular and cost-effective choice for item packaging and storage.
Delivery Waiver	A permission for claiming goods or merchandise in the absence of the consignee or the rightful person
Dolly	A low mobile platform that rolls on casters, used for transporting heavy loads
Ergonomic	Is the scientific discipline concerned with the understanding of interactions among humans and other elements of a system, and the profession that applies theory, principles, data and methods to design in order to optimize human well-being and overall system performance
Forklift	Is a powered industrial truck (usually engine, hydraulics or electricity) used to lift and move materials in short distances
Fulcrum	Is the support about which a lever pivots. It may also refer to as a pivot point which a lever turns

Grid layout	In warehouses, it is a floor layout where stocks/goods are arranged in a grid having intersecting sections with enough spaces in between
Hydraulic Unit	The major component of pallet jack/lifter that provides the required lifting force by means of oil pressure
Inventory	The total amount of goods and/or materials contained in a warehouse, store or factory at any given time.
Inventory Reconciliation	a process where a company balances its physical inventory with the figures in its accounting books.
Lift truck	Vehicles used to lift, move, stack, rack, or otherwise manipulate loads.
Load	Describes the materials being handled by a piece of equipment.
Load Leading	A condition of pallet truck operation where the forks with the load leading on travel and the steering wheels behind
Loading Dock	Also called loading bay is an area of a warehouse building where goods vehicles (usually road or rail) are loaded and unloaded.
Load Trailing	A condition of pallet truck operation with the steering wheels leading on travel and the forks with the load behind
Logistics Provider	A company that provides management over the flow of goods and materials between points of origin to end-use destination. The provider will often handle shipping, inventory, warehousing, packaging and security functions for shipments.
Mast	Is the component on a forklift that the forks ride on when they are raised into the air. Comprised of heavy c-channel steel, the forklift mast is often made up of multiple sections, each interlocking within the other to form a type of vertical conveyor as the hydraulic cylinders raise the load.
Off-Center Loads	Loads that are located out of the center of the pallet. This may lead to tilting and falling of the load during traveling
Order Fulfillment	Used to describe the act of distribution or the logistics function, however, in the broader sense it refers to the way firms respond to customer orders.
Pallet	A portable platform designed to allow a forklift or pallet jack to lift, move, and store various loads
Pallet Loader	A warehousing or manufacturing equipment designed to lift and move load on a pallet
Pallet Truck	Is a tool used to lift and move pallets are either manually operated or powered by means of electricity and hydraulics
Paper Shredder	An office machine used to shred documents for the purpose of avoiding highly sensitive information getting into the wrong hands.
Physical Inventory Count Window	Allows many different methods of creating count lists, verifying and updating inventory counts.
Pick List	Is a document that is often used to pull particular items in specific quantities from an inventory
Polystyrene	A synthetic thermoplastic material obtained by polymerizing styrene; used as a white rigid foam for insulating and packing and as a glasslike material in light fittings and water tanks
Pre-Operational Checks	Visual and physical checks made before operating any pallet jacks/trucks to identify damage, prevent accidents and to ensure the forklift is safe to use
Purchase Order	A document used to approve, track, and process purchased items
Push Rod	A part of a hydraulic jack that moves up and down that allows the lifting and lowering of loads in a jack lift or pallet jacks

Shelf Life	Refers to the time a prepared food item will remain fresh, remain healthy to eat, and keep its freshest taste.
Short landed	A condition where the manifested schedule of delivery does not actually arrive on time.
Skid	A type of pallet, a metal, wood or plastic platform for holding machinery or equipment. Some pallets have planks across the bottom level, flush with the floor, but a skid has no planks along the full length or width to form a bottom level on the floor.
Stacking	An orderly pile of stocks/goods, especially one arranged in layers.
Stackability	The quality of being stackable. Something that can easily be stacked
Stock Take	Is the physical verification of the quantities and condition of items held in an inventory or warehouse. This may be done to provide an audit of existing stock valuation. It is also the source of stock discrepancy information.
Straddle Loaders	A pallet lifter where the load rest on a vertical beam/mast and is capable of stacking and picking goods on a higher elevation compared to a pallet jack
Stretch Wrap	A thin linear low density polyethylene (LLPDE) or low density polyethylene (LPDE) plastic sheet or film that can be tightly wrapped around items to secure them firmly together in place or on a pallet for shipping.
T-Bar	The part of a pallet jack/truck that connects the jack frame and holds the handle housing the controls.
Third-Party Logistics	Third-party logistics refers to the outsourcing of logistics functions and other supply chain functions to third-party providers, also called 3PL providers.
Threshold Delivery	A door to door delivery service
Vacuum	a space or area entirely devoid of matter particularly air
Volatile Formulation	Substances formulated to be evaporating rapidly or passes off readily in the form of vapor
Walkie	A type of pallet jack powered by a motorized battery where the operator walks behind or ahead of the vehicle
Walkie-Rider	A type of pallet jack powered by a motorized battery where the operator is able to ride over a platform during operation
White Glove Delivery	A delivery service providing in-home delivery and light assembly of most furniture and related items as well as removal of all packaging materials.
Ziplock bag	A brand of reusable, re-sealable zipper storage bags and containers that come in different sizes for use with different products.

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