

**FINAL REPORT**

**FOR**

**Certificate level 2 in Warehousing services**

**Logistics Trades & Warehousing sector**

**PART 1. SKILLS/COMPETENCY STANDARD**

**PART2. Curriculum Standard**

**PART 3. Guide for Learning & Teaching Materials**

**Second Strengthening Technical, Vocational Education and Training Project**

**(SSTVET)**

**Vientiane, Lao PDR**

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 Skills/Competency Standards - gives the specifications of competencies required for effective work performance.

Section 3 Curriculum Standard & 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

**TABLE OF CONTENTS**

**WAREHOUSING SERVICES LEVEL 2.**

|  |  |  |
| --- | --- | --- |
|  |  | Page No. |
| **PART 1** | **SKILLS/COMPETENCY STANDARD** | **1** |
| SECTION 1 | WAREHOUSING SERVICES LEVEL 2 QUALIFICATION | 1-2 |
| SECTION 2 | SKILLS/COMPETENCY STANDARD ANALYSIS   * Basic Competencies * Common Competencies * Core Competencies | 3-73 |
| **PART 2** | **CURRICULUM STANDARD** | **74-134** |
| SECTION 3 | CURRICULUM/TRAINING ARRANGEMENTS   * 1. Curriculum Design * Basic Competencies * Common Competencies * Core Competencies   1. Training Delivery   2. Trainee Entry Requirements   3. List of Tools, Equipment and Materials   4. Training Facilities   5. Trainers' Qualifications   6. Institutional Assessment | 74-134 |
| **PART 3.** | **GUIDE FOR LEARNING & TEACHING MATERIALS** | **135-145** |
| SECTION 4 | ASSESSMENT AND CERTIFICATION  ARRANGEMENTS | 146 |
|  | ANNEX A. COMPETENCY MAP | 147 |
|  | DEFINITION OF TERMS | 148-151 |

**PART 1**

**SKILLS/COMPETENCY STANDARD FOR**

**WAREHOUSING SERVICES LEVEL 2**

**SECTION 1: WAREHOUSING SERVICES LEVEL 2 QUALIFICATION**

The WAREHOUSING SERVICES LEVEL 2 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 |
| 1 | Respond to Workplace Communication |
| 2 | Work with Others |
| 3 | Demonstrate Positive Work Values |
| 4 | Practice Housekeeping Procedures |
| 5 | Practice Environmental Protection |
|  | COMMON COMPETENCIES |
| CODE NO. | Units of Competency |
| 1 | Apply knowledge in warehouse operations |
| 2 | Perform industry calculation in warehousing operations |
| 3 | Perform workplace security and safety |
| 4 | Provide effective customer service |
| 5 | Contribute to quality system |
| 6 | Follow specifications and manuals of instructions when storing products |
| 7 | Maintain and use hand tools |
| 8 | Perform computer operations |

|  |  |
| --- | --- |
|  | CORE COMPETENCIES |
| CODE NO. | Units of Competency |
| 1 | Receive stocks/goods |
| 2 | Store stocks/goods |
| 3 | Pick stocks/goods |
| 4 | Issue/dispatch stocks/goods |
| 5 | Pack stocks/goods |
| 6 | 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: SKILLS/COMPETENCY STANDARDS ANAYSIS**

This section gives the details of the contents of the units of competency required in WAREHOUSING SERVICES LEVEL 2. These units of competency are categorized into basic, common, core and elective competencies.

**SKILLS/COMPETENCY STANDARD ANALYSIS**

**BASIC COMPETENCY**

**UNIT 1: RESPOND TO WORKPLACE COMMUNICATION**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| UNIT DESCRIPTOR:  This unit covers the knowledge, skills and attitudes required in responding to workplace communication. This unit specifically involves following routine spoken messages and performing workplace duties following written notices. | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| Follow routine spoken messages. | * Required information is gathered by listening attentively and correctly interpreting or understanding information/instructions * Instructions/information are properly recorded * Instructions are acted upon immediately in accordance with information received * Clarification is sought from workplace supervisor on all occasions when any instruction/information is not clear |
| Perform workplace duties following written notices. | * *Written notices and instructions* are read and interpreted correctly in accordance with *organizational guidelines.* * Routine written instruction is followed in sequence * Feedback is given to workplace supervisor based on the instructions/information received |

**Range of Variables**

|  |  |
| --- | --- |
| VARIABLES | RANGE |
| Written notices and instructions | It may refer to:   * Handwritten and printed material * Internal memos * External communications * Electronic mail * Briefing notes * General correspondence * Marketing materials * Journal articles |
| Organizational Guidelines | It may include:   * Information documentation procedures * Company policies and procedures * Organization manuals * Service manual |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical aspects of Competency | Assessment requires evidence that the candidate:   * Demonstrated knowledge of organizational procedures for handling verbal and written communications * Received and acted on verbal messages and instructions * Demonstrated competency in recording instructions/information |
| Underpinning knowledge and attitudes | * Knowledge of organizational policies/guidelines in regard to processing internal/external information. * Ethical work practices in handling communications * Communication process |
| Underpinning skills | * Conciseness in receiving and clarifying messages/information/communication * Accuracy in recording messages/information |
| Resource implications | The following resources should be provided:   * Pens * Note pads |
| Method of assessment | Competency in this Unit should be assessed through:   * Direct Observation * Oral interview * Written Evaluation * Third Party Report |
| Context for assessment | * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines. |

**UNIT 2: WORK WITH OTHERS**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| UNIT DESCRIPTOR:  This competency unit includes the knowledge, skills and attitudes required in working with others. This unit specifically involves developing effective workplace relationship and contributing to work group activities. | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).*. |
| Develop effective workplace relationship | * *Duties and responsibilities* are done in a positive manner to promote cooperation and good relationship * Assistance is sought from *workgroup* when difficulties arise and addressed through discussions * *Feedback* provided by others in the team is encouraged, acknowledged and acted upon * Differences in personal values and beliefs are respected and acknowledged in the development |
| Contribute to work group activities | * *Support is provided to team members* to ensure workgroup goals are met * Constructive contributions to workgroup goals and tasks are made according to *organizational requirements* * Information relevant to work is shared with team members to ensure designated goals are met |

**Range of Variables**

|  |  |
| --- | --- |
| VARIABLES | RANGE |
| Duties and responsibilities | It may refer to:   * Job description and employment arrangements * Organization’s policy relevant to work role * Organizational structures * Supervision and accountability requirements including OH&S * Code of conduct |
| Work group | It may refer to:   * Supervisor or manager * Peers/work colleagues * Other members of the organization |
| Feedback | May include but not limited to:   * Formal/Informal performance appraisal * Obtaining feedback from supervisors and colleagues and clients * Personal, reflective behavior strategies * Routine organizational methods for monitoring service delivery |
| Support is provided to team members | May include but not limited to:   * Explaining/clarifying * Helping colleagues * Providing encouragement * Providing feedback to another team member * Undertaking extra tasks if necessary |
| Organizational requirements | May include but not limited to:   * Goals, objectives, plans, system and processes * Legal and organization policy/guidelines * OH&S policies, procedures and programs * Ethical standards * Defined resources parameters * Quality and continuous improvement processes and standards |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical aspects of Competency | Assessment requires evidence that the candidate:   * Provided support to team members to ensure goals are met * Acted on feedback from clients and colleagues * Accessed learning opportunities to extend own personal work competencies to enhance team goals and outcomes |
| Underpinning knowledge and attitudes | * The relevant legislation that affects operations, especially with regards to safety * Reasons why cooperation and good relationships are important * Knowledge of the organization’s policies, plans and procedures * Understanding how to elicit and interpret feedback * Knowledge of workgroup member’s responsibilities and duties * Importance of demonstrating respect and empathy in dealings with colleagues * Understanding of how to identify and prioritize personal development opportunities and options |
| Underpinning *skills* | * Ability to read and understand the organization’s policies and work procedures * Writing simple instructions for particular routine tasks * Interpreting information gained from correspondence * Communication skills to request advice, receive feedback and work with a team * Planning skills to organized work priorities and arrangement * Technology skills including the ability to select and use technology appropriate to a task * Ability to relate to people from a range of social, cultural and ethnic backgrounds |
| Resource implications | The following resources should be provided:   * Access to relevant workplace or appropriately simulated environment where assessment can take place * Materials relevant to the proposed activity or task |
| Method of assessment | Competency in this Unit should be assessed through:   * Direct observations of work activities of the individual member in relation to the work activities of the group * Observation of simulation and/or role play involving the participation of individual member to the attainment of organizational goal * Case studies and scenarios as a basis for discussion of issues and strategies |
| Context for assessment | * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while task are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |

**UNIT 3: DEMONSTRATE POSITIVE WORK VALUES**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| UNIT DESCRIPTOR:  This competency unit includes the knowledge, skills, and attitude required in demonstrating positive work values. This unit specifically involves defining the purpose of work, applying work values/ethics, dealing with ethical problems and maintaining integrity of conduct in the workplace. | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| Define the purpose of work | * One’s unique sense of purpose for working and the why’s of work are identified, reflected on and clearly defined for one’s development as a person and as a member of society. * Personal mission is in harmony with company’s values |
| Apply work values/ethics | * *Work values/ethics/concepts* are classified and reaffirmed in accordance with the transparent company ethical standards, policies and guidelines. * *Work practices* are undertaken in compliance with industry work ethical standards, organizational policy and guidelines * Personal behavior and relationships with co-workers and/or clients are conducted in accordance with ethical standards, policy and guidelines. * *Company resources* are used in accordance with transparent company ethical standard, policies and guidelines. |
| Deal with ethical problems | * Company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct are accessed and applied in accordance with transparent company ethical standard, policies and guidelines. * *Work incidents/situations* are reported and/or resolved in accordance with company protocol/guidelines. * Resolution and/or referral of ethical problems identified are used as learning opportunities. |
| Maintain integrity of conduct in the workplace | * Personal work practices and values are demonstrated consistently with acceptable ethical conduct and company’s core values. * *Instructions* to co-workers are provided based on ethical, lawful and reasonable directives. * Company values/practices are shared with co-workers using appropriate behavior and language. |

**Range of Variables**

|  |  |
| --- | --- |
| VARIABLES | RANGE |
| Work values/ethics/ concepts | May include but are not limited to:   * Commitment/ Dedication * Sense of urgency * Sense of purpose * Love for work * High motivation * Orderliness * Reliability * Competence * Dependability * Goal-oriented * Sense of responsibility * Being knowledgeable * Loyalty to work/company * Sensitivity to others * Compassion/Caring attitude * Balancing between family and work * Sense of nationalism |
| Work practices | May include but not limited to:   * Quality of work * Punctuality * Efficiency * Effectiveness * Productivity * Resourcefulness * Innovativeness/Creativity * Cost consciousness * 5S * Attention to details |
| Company resources | May include:   * Consumable materials * Equipment/Machineries * Human * Time * Financial resources |
| Incidents/situations | May include:   * Violent/intense dispute or argument * Gambling * Use of prohibited substances * Pilferages * Damage to person or property * Vandalism * Falsification * Bribery * Sexual Harassment * Blackmail |
| Instructions | Includes:   * Verbal * Written |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical aspects of  competency | Assessment requires evidence that the candidate:   * Identified one’s unique sense of purpose for working * Clarified and affirmed work values/ethics/concepts consistently in the workplace * Demonstrated work practices satisfactorily and consistently in compliance with industry work ethical standards, organizational policy and guidelines * Demonstrated personal behavior and relationships with co-workers and/or clients consistent with ethical standards, policy and guidelines. * Followed company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct/behavior |
| Underpinning Knowledge and attitude | * Occupational health and safety * Work values and ethics * Company performance and ethical standards * Company policies and guidelines * Fundamental rights at work including gender sensitivity * Work responsibilities/job functions * Corporate social responsibilities * Company code of conduct/values * Balancing work and family responsibilities |
| Underpinning skills | * Showing interpersonal skills * Applying communication skills * Performing self-awareness, understanding and acceptance * Applying good manners and right conduct |
| Resource implications | The following resources should be provided:   * Workplace or assessment location * Case studies/Scenarios |
| Method of assessment | Competency in this Unit should be assessed through:   * Portfolio Assessment * Interview * Third Party Reports |
| Context for assessment | * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while task are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |

**UNIT 4: PRACTICE HOUSEKEEPING PROCEDURES**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| UNIT DESCRIPTOR:  This competency unit includes the knowledge, skills, and attitude required in practicing housekeeping procedures. This unit specifically involves sorting and removing unnecessary items, arranging items, maintaining work area, tools and equipment, following standardized work process and procedures and performing work spontaneously | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| Sort and remove unnecessary items | * Reusable, recyclable materials are sorted in accordance with company/office procedures * *Unnecessary items* are removed and disposed of in accordance with company or office procedures |
| Arrange items | * Items are arranged in accordance with company/office housekeeping procedures * Work area is arranged according to job requirements * Activities are prioritized based on instructions. * Items are provided with clear and visible *identification* *marks* based on procedure * Safety equipment and evacuation passages are kept clear and accessible based on instructions |
| Maintain work area, tools and equipment | * Cleanliness and orderliness of work area is maintained in accordance with company/office procedures * Tools and equipment are cleaned in accordance with manufacturer’s instructions/manual * *Minor repairs* are performed on tools and equipment in accordance with manufacturer’s instruction/manual * Defective tools and equipment are reported to immediate supervisor |
| Follow standardized work process and procedures | * Materials for common use are maintained in designated area based on procedures * Work is performed according to standard work procedures * Abnormal incidents are reported to immediate supervisor |
| Perform work spontaneously | * Work is performed as per instruction * Company and office *decorum* are followed and complied with * Work is performed in accordance with occupational health and safety (OH&S) requirements |

**Range of Variables**

|  |  |
| --- | --- |
| VARIABLES | RANGE |
| Unnecessary items | May include but are not limited to:   * Non-recyclable materials * Unserviceable tools and equipment * Pictures, posters and other materials not related to work activity * Waste materials |
| Identification marks | Includes:   * Labels * Tags * Color coding |
| Minor repair | May include but not limited to:   * Replacement of parts * Application of lubricants * Sharpening of tools * Tightening of nuts, bolts and screws |
| Decorum | * Company/ office rules and regulations * Company/ office uniform * Behavior with the colleagues |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical aspects of competency | Assessment requires evidence that the candidate:   * Practiced the basic procedures of 5S |
| Underpinning Knowledge and attitude | * Principles of 5S * Work process and procedures * Safety signs and symbols * General OH&S principles and legislation * Environmental requirements relative to work safety * Accident/Hazard reporting procedures |
| Underpinning skills | * Performing basic communication skills * Carrying-out Interpersonal skills * Reading skills required to interpret instructions * Reporting/recording accidents and potential hazards |
| Resource implications | The following resources must be provided:   * Warehousing Workshop * Facilities * Materials tools and equipment necessary for the activity |
| Methods of assessment | Competency must be assessed through:   * Third party report * Interview * Demonstration with questioning |
| Context for assessment | * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |

**UNIT 5: PRACTICE ENVIRONMENTAL PROTECTION**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| UNIT DESCRIPTOR:  This competency unit includes the knowledge, skills and attitudes required in practicing environmental protection. This unit specifically involves showing awareness with guidelines for environmental concerns. | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| Show awareness with guidelines for environmental concerns | * Environmental *legislations/conventions* and local ordinancesare identified according to the different *environmental aspects/impact*. * *Industrial standard/environmental practices* are observed in accordance with different national and international environmental concerns. |

**Range of Variables**

|  |  |
| --- | --- |
| VARIABLES | RANGE |
| Legislations/conventions | May include but are not limited to:   * Clean Air Act * Clean Water Act * Solid Waste Management * Noise and other pollutions |
| Environmental aspects/impacts | May include but not limited to:   * Air pollution * Water pollution * Noise pollution * Solid waste * Flood control * Deforestation/denudation * Radiation/nuclear /radio frequency/ microwaves * Soil erosion (e.g.quarrying, mining, etc.) * Marine life protection |
| Industrial standards/ environmental practices | * HACCP standards * ISO standards * Environmental Management Systems (EMS) |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical aspects of Competency | Assessment requires evidence that the candidate:   * Demonstrated knowledge of environmental legislations and local ordinances according to the different environmental issues/concerns. * Described industrial standard environmental practices according to the different environmental issues/concerns. * Implemented and monitored environmental practices on a periodic basis as per company guidelines * Monitored and reported to proper authorities any environmental incidents |
| Underpinning knowledge | * Features of an environmental management strategy * Environmental issues/concerns * Waste minimization hierarchy * Environmental planning/management * Community needs and expectations * Resource availability * Environment-friendly/environmental advocates * 5S of Good Housekeeping * 3Rs – Reduce, Reuse & Recycle * Sanitary Code |
| Underpinning Skills | * Communicating effectively * Understanding with the research process * Reading/interpreting data and information * Following environmental protection requirements/laws |
| Resource Implications | The following resources MUST be provided:   * Workplace/Assessment location * Legislation, policies, procedures, protocols and local ordinances relating to environmental protection * Case studies/scenarios relating to environmental protection |
| Methods of Assessment | Competency may be assessed through:   * Written/oral examination * Interview/third party reports * Simulations and role-plays |
| Context for assessment | * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |

**Common Competencies**

**UNIT 1: Apply knowledge in warehouse operations**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| 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. | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| 1. Identify major areas of the workplace | * The layout of the workplace, the flow of materials and goods/stocks (where relevant) and the ***workplace procedures in*** each work area are identified * Organizational structure of the workplace and the relationship of structure to each occupation and classification grouping is outlined * Individual responsibilities under industrial agreements are identified and acted on in the conduct of assigned duties * Workplace ***hazards*** are identified and related hazard minimization procedures followed * Relevant ***personal protective equipment (PPE)*** are identified and correctly used in accordance with regulations and workplace requirements * Workplace emergency procedures are identified and followed in real and simulated emergency situation |
| 1. Organize and accept responsibility for assigned workload | * Priorities, schedules and deadlines are established in consultation with concerned parties * Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected * Work is completed to the standard expected in the workplace and in accordance with any guidelines, directions or ***instructions/ information*** * Additional support to improve work is communicated clearly to ***appropriate personnel*** |
| 1. Apply ethical practices | * Workplace procedures, regulations and legislation appropriate to the position are identified and followed * Commitments and undertakings to clients, colleagues and supervisors are met * Required confidentiality is maintained * Appropriate codes of acceptable and ethical work practices are applied * Workplace security policies are identified |
| 1. Plan and organize an assigned daily routine | * Daily routine is planned to take into account rosters, industrial agreements and workplace procedures * Clarification of requirements of tasks is sought when appropriate * Achievable time and other performance measures/criteria are agreed |

**Range of Variables**

|  |  |
| --- | --- |
| VARIABLES | RANGE |
| 1. Workplace procedures | May include:   * + Company procedures   + Enterprise procedures   + Organizational procedures   + Established departmental procedures   + Work Procedure / Processes Flow |
| 1. Hazards | May include:   * + Vehicular traffic and pedestrians   + Uneven ground, steps, road surfaces, work surfaces   + Dust and vapors   + Hazardous or dangerous materials   + Humidity, air temperature and radiant heat   + Light including UV rays   + Noise   + Working at heights |
| 1. Personal Protective Equipment (PPE) | May include:   * + Dust mask   + Hard Hat   + Hairnet/Head Cap   + Safety shoes   + Gloves   + Safety goggles   + Ear muff/ear plug   + Sunscreen   + High visibility clothing   + Thermal jacket/pants   + Harness |
| 1. Instructions/information | May include:   * + Workplace procedures, checklists and instructions   + Operations manuals   + Induction/orientation documentation   + Competency standards and training materials   + Job specification, site/workplace map and details of organization structure   + Conditions of service, relevant legislation, regulations and related documentation   + Award, enterprise bargaining agreement, other industrial arrangements   + Relevant codes of practice including the national standards for manual handling and the industry safety code   + Supplier and/or client instructions   + Manifests, bar codes, goods and container identification   + Goods identification numbers and codes   + Manufacturers specifications   + Material safety data sheets   + Quality assurance procedures   + Emergency procedures   + Accident procedures   + Security procedures |
| 1. Appropriate personnel | May include:   * + Managers   + Supervisors/team leaders   + Workplace personnel   + Contractors   + Official representatives   + Union representatives   + Industrial relations   + OH&S specialists   + Other professional or technical staff |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical Aspects of Competency | Assessment requires evidence that the candidate:   * Identified the layout of the workplace, the flow of materials and goods (where relevant) and the workplace procedures in each work area * Identified and followed workplace emergency procedures in real and simulated emergency situation * Planned work activities and communicated progress of work to others whose personal work plans and timelines may be affected * Completed work to the standard expected in the workplace and in accordance with any guidelines, directions or instructions/ information * Identified and followed workplace procedures, regulations and legislation appropriate to the position * Applied appropriate codes of acceptable and ethical work practices * Planned daily routine to take into account rosters, industrial agreements and workplace procedures * Applied appropriate codes of acceptable and ethical work practices |
| Required Knowledge | * 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, OH&S and other regulations * Workplace structures and the roles and responsibilities of team/group members * Site or workplace layout * Emergency procedures * Workplace hazards and related hazard minimization procedures * Personal protective equipment and instructions of its use * Ways of establishing priorities and deadlines * Work planning and method of communicating work progress to others * Enterprise work guidelines, directions or instructions * Workplace structures and the roles and responsibilities of team/group members * 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 * Ways of planning daily routine to take into account rosters, industrial agreements and workplace procedures * Technique of clarifying requirements of tasks * Company standard time and other performance measures of work activities |
| Required skills | * 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 * 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 OH&S standards * 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 * Communicating additional support to improve work to appropriate personnel * 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 * Planning daily routine taking into account rosters, industrial agreements and workplace procedures * Seeking clarification of requirements of tasks when appropriate * Agreeing achievable time and other performance measures |
| Resource Implications | The following resources should be provided:   * Workplace location * Materials relevant to the unit of competency * Technical plans, drawings and specifications relevant to the activities |
| Methods of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Interview |
| Context for assessment | * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |

**UNIT 2: Perform industry calculation in warehousing operations**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| 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. | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| 1. Carry out calculations | * + Items are counted singly and in batches and sorted numerically, as required in workplace tasks   + ***Calculations*** needed to complete work tasks are performed using the four basic processes of addition, subtraction, multiplication and division or any appropriate   + Calculations involving fractions, percentages and mixed numbers, and using the four basic processes, are performed as required to complete ***workplace procedures***   + The functions of a calculator, numeric keypad or computer are used to perform ***mathematical operations***   + Numerical information is self-checked and corrected for accuracy |
| 1. Prepare estimates | * + Quantities of materials and resources required to complete a work task are estimated   + Accurate estimates for work completion are made |
| 1. Interpret graphical representations of mathematical information | * + Information represented in symbols, diagrams, logos and pictorial representations are recognized, interpreted and acted upon in workplace task |

**Range of Variables**

|  |  |
| --- | --- |
| VARIABLES | RANGE |
| 1. Calculations | May involve:   * + Money   + Volume   + Width   + Height   + Weight   + Time   + Dimensions   + Length and distance   + Area   + Perimeter   + Capacity | |
| 1. Workplace procedures | May include:   * + Company procedures   + Enterprise procedures   + Organizational procedures   + Established procedures | |
| 1. Mathematical operations | May include:   * + Multiplication   + Division   + Addition   + Subtraction   + Fraction   + Percentages   + Ratio and proportion   + Conversion | |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical Aspects of Competency | Assessment requires evidence that the candidate:   * Performed calculations involving fractions, percentages and mixed numbers using the four basic processes as required to complete workplace procedures * Made accurate estimates to complete assigned work/activities * Recognized, interpreted and acted upon information represented in symbols, diagrams and pictorial representations in workplace task |
| Required Knowledge | * 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 * 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 * Methods of interpreting, recognizing and representing, information in symbols, diagrams, logos, pictorial representations and other visual materials |
| Required skills | * 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 * Reading and interpreting instructions, procedures and information relevant to basic workplace calculations * Using calculators, numeric keypads and computer |
| Resource Implications | The following resources should be provided:   * + Workplace location   + Materials relevant to the unit of competency   + Technical plans, drawings and specifications relevant to the activities |
| Methods of Assessment | Competency in this unit must be assessed through:   * + Written test   + Direct observation and oral questioning   + Demonstration with questioning   + Interview |
| Context for assessment | * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |

**UNIT 3: PERFORM WORKPLACE SECURITY AND SAFETY**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| 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 | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| Maintain security of stocks, goods and cargo | * Stocks, goods and cargo are secured within specified locations in accordance with workplace security procedures and applicable security regulations * 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 * Signs of pillaging, theft and interference are recognized and reported in accordance with *workplace security procedures* * Signs of suspicious goods and cargo are recognized and reported promptly to designated personnel * Any breaches of security requirements are reported promptly to designated personnel in accordance with workplace safety and security procedures |
| Identify a security threat or situation | * Security threat or situation is promptly identified and assessed and response is prioritized in accordance with the workplace security program and procedures * Implications of the security threat or situation are evaluated in accordance with workplace security program and procedures |
| Respond to a security threat or situation | * Response to an identified security threat or situation is in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan * Security threats or incidents are handled appropriately in accordance with established response plan and within limits of responsibility using available *communications* in the work area |

**Range of Variables**

|  |  |
| --- | --- |
| VARIABLES | RANGE |
| Security measures | May include:   * security guards at access points and gates to secured areas * locked doors, gates and fences * use of personal electronic access cards * recording of carrier and vehicle registration details at gates and checkpoints * bag check points * escorts for visitors in restricted areas * access control in and out of restricted security areas * use of ID cards * video surveillance equipment * X-ray screening of baggage, cargo and goods * explosives trace detection (ETD) screening of passengers, baggage, cargo and goods * screening of passengers using hand-held and walk through magnetometers |
| Workplace security procedures | May include:   * Established security procedures * Standard operating procedures * Company procedures * Enterprise procedures * Organizational procedures |
| Communications | May include:   * Phone * Radio * Fax * Email * Electronic data transfer (EDI) * Internet * Oral, aural or signed communications |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical Aspects of Competency | Assessment requires evidence that the candidate:   * Secured goods and stocks in accordance with workplace security procedures and applicable security regulations * Checked and maintained seals, tamper proof packaging, locks and other security measures on goods or cargo in accordance with workplace security procedures * Identified and assessed security threat or situation in accordance with the workplace security program and procedures * Responded to an identified security threat or situation in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan * Handled appropriately any security threats or incidents in accordance with established response plan and within limits of responsibility |
| Required Knowledge | * 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 OH&S and environmental protection procedures and guidelines |
| Required skills | * 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 |
| Resource Implications | The following resources should be provided:   * Workplace location * Materials relevant to the unit of competency * Technical plans, drawings and specifications relevant to the activities |
| Methods of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |
| Context for assessment | * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |

**UNIT 4 PROVIDE EFFECTIVE CUSTOMER SERVICE**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| 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. | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| Deal with customer inquiries | * ***Customer*** inquiries are dealt with courteously and efficiently both by phone and face to face * Questions are used to clarify the customer's needs or concerns * Assistance from other staff is sought when a customer' s inquiry cannot be fully answered * Knowledge of products, services and/or operations is used to answer customer queries or to respond to customers' needs * 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 * 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 * 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 |
| Monitor customer satisfaction | * Customer requirements are dealt with according to workplace procedures * Appropriate feedback is provided to managers and internal and/or external customers * Customer inquiries and associated action are recorded and reported in accordance with *workplace procedures* * 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 * 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 |
| Customer | May be:   * Internal or * External |
| Workplace procedures | May include:   * Established security procedures * Standard operating procedures * Company procedures * Enterprise procedures * Organizational procedures |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical Aspects of Competency | Assessment requires evidence that the candidate:   * Dealt with customer inquiries courteously and efficiently both by phone and face to face * Used knowledge of products, services and/or operations to answer customer queries or to respond to customers' needs * Provided appropriate feedback to managers and internal and/or external customers * Recorded and reported customer inquiries and associated action are in accordance with workplace procedures |
| Required Knowledge | * 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 * 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 |
| Required skills | * 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 * 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 |
| Resource Implications | The following resources should be provided:   * Workplace location * Materials relevant to the unit of competency * Technical plans, drawings and specifications relevant to the activities |
| Methods of Assessment | Competency in this unit MUST be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |
| Context of Assessment | * Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a qualified assessor * Competency assessment must be undertaken in accordance with the endorsed Lao TVET assessment guidelines |

**UNIT 5 CONTRIBUTE TO QUALITY SYSTEMS**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| 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. | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| Apply quality concepts | * Responsibility is taken for quality of own work when providing services or products to meet ***customer needs*** * Work is completed in accordance with workplace standards as defined in enterprise policies and procedures * Basic quality concepts are applied to work activities * 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 * 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 |
| Test and evaluate improvements | * Improvements to work processes are tested and evaluated * Evaluation of improvements to work processes are checked for improvement outcomes and compliance with workplace requirements * 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 * 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 |
| Implement improvements | * Improvement initiatives tested and confirmed as successful are implemented in accordance with enterprise procedures * Work is completed in accordance with *workplace procedure*s * 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 * 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 |
| Customer needs | Customer needs may be:   * External * Internal |
| Workplace procedure | Workplace procedures may include:   * Established security procedures * Standard operating procedures * Company procedures * Enterprise procedures * Organizational procedures |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical Aspects of Competency | Assessment requires evidence that the candidate:   * Completed work in accordance with workplace standards as defined in enterprise policies and procedures * Applied basic quality concepts to work activities * Tested and evaluated improvements to work processes * Checked evaluation of improvements for outcomes and compliance with workplace requirements * Implemented the tested and confirmed improvement initiatives in accordance with enterprise procedures |
| Required Knowledge | * 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 * 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 * 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 |
| Required skills | * 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 * 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 * 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 |
| Resource Implications | The following resources should be provided:   * Workplace location * Materials relevant to the unit of competency * Technical plans, drawings and specifications relevant to the activities |
| Methods of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning |
| Context of Assessment | * Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TVET qualified assessor * Competency assessment must be undertaken in accordance with the endorsed TVET assessment guidelines |

**UNIT 6 FOLLOW SPECIFICATIONS AND MANUALS OF INSTRUCTIONS WHEN STORING PRODUCTS**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| 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 | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| Maintain security of stocks, goods and cargo | * Stocks, goods and cargo are secured within specified locations in accordance with workplace security procedures and applicable security regulations * 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 * Signs of pillaging, theft and interference are recognized and reported in accordance with *workplace security procedures* * Signs of suspicious goods and cargo are recognized and reported promptly to designated personnel * Any breaches of security requirements are reported promptly to designated personnel in accordance with workplace safety and security procedures |
| Identify a security threat or situation | * Security threat or situation is promptly identified and assessed and response is prioritized in accordance with the workplace security program and procedures * Implications of the security threat or situation are evaluated in accordance with workplace security program and procedures |
| Respond to a security threat or situation | * Response to an identified security threat or situation is in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan * Security threats or incidents are handled appropriately in accordance with established response plan and within limits of responsibility using available *communications* in the work area |

**Range of Variables**

|  |  |
| --- | --- |
| VARIABLES | RANGE |
| Security measures | May include:   * security guards at access points and gates to secured areas * locked doors, gates and fences * use of personal electronic access cards * recording of carrier and vehicle registration details at gates and checkpoints * bag check points * escorts for visitors in restricted areas * access control in and out of restricted security areas * use of ID cards * video surveillance equipment * X-ray screening of baggage, cargo and goods * explosives trace detection (ETD) screening of passengers, baggage, cargo and goods * screening of passengers using hand-held and walk through magnetometers |
| Workplace security procedures | May include:   * Established security procedures * Standard operating procedures * Company procedures * Enterprise procedures * Organizational procedures |
| Communications | May include:   * Phone * Radio * Fax * Email * Electronic data transfer (EDI) * Internet * Oral, aural or signed communications |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical Aspects of Competency | Assessment requires evidence that the candidate:   * Secured goods and stocks in accordance with workplace security procedures and applicable security regulations * Checked and maintained seals, tamper proof packaging, locks and other security measures on goods or cargo in accordance with workplace security procedures * Identified and assessed security threat or situation in accordance with the workplace security program and procedures * Responded to an identified security threat or situation in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan * Handled appropriately any security threats or incidents in accordance with established response plan and within limits of responsibility |
| Required Knowledge | * 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 OH&S and environmental protection procedures and guidelines |
| Required skills | * 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 |
| Resource Implications | The following resources should be provided:   * Workplace location * Materials relevant to the unit of competency * Technical plans, drawings and specifications relevant to the activities |
| Methods of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |
| Context for assessment | * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |

**UNIT 7: Maintain and use hand tools**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| 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. | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| Select and use hand tools | * Correct tools for work to be carried out are chosen to complete workplace tasks and to ensure efficient and safe working conditions * Appropriate personal protective equipment is used to minimize the risk of personal injury |
| Maintain hand tools | * Equipment is cleaned and maintained in accordance with manufacturer’s specifications and/or local instructions to ensure correct functionality of equipment * Any unserviceable tools are reported to relevant personnel to ensure correct functionality |
| Secure and store hand tools | * Tools are transported in a safe, secure, efficient manner to minimize risk of injury to personnel and damage to equipment * Tools and materials are stored and secured according to manufacturer’s or workplace procedures to prevent damage to, and losses of, equipment |

**Range of Variables**

|  |  |
| --- | --- |
| VARIABLES | RANGE |
| 1. Personal Protective Equipment (PPE) | May include:   * + Reflectorized (high visibility) clothing   + Sunscreen   + Sun glasses   + Insect repellent   + Hand gloves   + Safety headwear   + Mask   + Footwear   + Portable radios   + Flags and hand lamps   + Safety glasses and hearing protection   + Safety devices |
| 1. Tools | May include:   * + Pliers   + Screw driver   + Carpenter’s hammer   + Ball peen hammer   + Tin snip   + Adjustable wrench   + Combination wrench   + Socket wrench   + Pipe wrench   + Scissors   + Cutter   + Hand hack saw   + Wood saw |
| 1. Equipment | May include:   * + Pallet truck   + Trolley   + Portable grinder   + Hand drill   + Stock lifter (manual operated)   + Chain block |
| 1. Materials | May include:   * + Nails   + Screws   + Sandpaper   + Oils   + Grease   + Nylon tie   + Rope   + Packaging tapes   + Marking pens |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical Aspects of Competency | Assessment requires evidence that the candidate:   * Chose the correct tools to be carried out for work to complete workplace tasks and to ensure efficient and safe working conditions * Used appropriate personal protection equipment to minimize the risk of personal injury * Cleaned and maintained tools and equipment in accordance with manufacturer’s specifications and/or local instructions to ensure correct functionality * Reported to relevant personnel any unserviceable tools to ensure correct functionality * Stored and secured Tools and materials according to manufacturer’s or workplace procedures |
| Required Knowledge | * 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 |
| Required skills | * 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 |
| Resource Implications | The following resources should be provided:   * Workplace location * Materials relevant to the unit of competency * Technical plans, drawings and specifications relevant to the activities |
| Methods of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |
| Context for assessment | * Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a LAO’S TVET qualified assessor * Competency assessment must be undertaken in accordance with the endorsed LAO’S TVET assessment guidelines |

**UNIT 8: Perform computer operations**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| 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 | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| Plan and prepare for task to be undertaken | * Requirements of task are determined * Appropriate hardware and software are selected according to task assigned and required outcome * Task is planned to ensure OH&S guidelines and procedures are followed |
| Input data into computer | * Data are entered into the computer using appropriate program/ * Application in accordance with company procedures * Accuracy of information is checked and information is saved in accordance with standard operating procedures * Inputted data are stored in storage media according to requirements * Work is performed within ergonomic guidelines |
| Access information using computer | * Correct program/ * application is selected based on job require * Program/ * application containing the information required is accessed according to company procedures * Desktop icons are correctly selected, opened and closed for navigation purposes * Keyboard techniques are carried out in line with OH&S requirements for safe use of keyboards |
| Produce/output data using computer system | * Entered data are processed using appropriate software commands * Data are printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures * Files and data are transferred between compatible systems using computer software, hardware and peripheral devices in accordance with standard operating procedures |
| Maintain computer equipment and systems | * Systems for cleaning, minor maintenance and replacement of consumables are implemented * Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with standard operating procedures * Basic file maintenance procedures are implemented in line with the standard operating procedures |

**Range of Variables**

|  |  |
| --- | --- |
| VARIABLES | RANGE |
| 1. Software | Includes the following but not limited to:   * + Word processing packages   + Data base packages   + Internet   + Spreadsheets |
| 1. OS & H guidelines | May include:   * + OH&S guidelines   + Enterprise procedures |
| 1. Storage media | Include the following but not limited to:   * + diskettes   + CDs   + zip disks   + hard disk drives, local and remote   + Flash Drive |
| 1. Ergonomic guidelines | May include:   * + Types of equipment used   + Appropriate furniture   + Seating posture   + Lifting posture   + Visual display unit screen brightness |
| 1. Desktop icons | Include the following but not limited to:   * + Directories/folders   + Files   + Network devices   + Recycle bin |
| 1. Hardware and peripheral devices | May include:   * + Personal computers   + Networked systems   + Communication equipment   + Printers   + Scanners   + Keyboard   + Mouse |
| 1. Maintenance | Maintenance includes:   * + Creating more space in the hard disk   + Reviewing programs   + Deleting unwanted files   + Backing up files   + Checking hard drive for errors   + Using up to date anti-virus programs   + Cleaning dust from internal and external surfaces |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical Aspects of Competency | Assessment requires evidence that the candidate:   * + Selected and used hardware components correctly and according to the task requirement   + Identified and explain the functions of both hardware and software used, their general features and capabilities   + Produced accurate and complete data in accordance with the requirements   + Used appropriate devices and procedures to transfer files/data accurately   + Maintained computer system |
| Required Knowledge | * 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 OH&S 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 * Method of entering data into the computer using appropriate program/application in accordance with company procedures * 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 * OH&S principles and responsibilities * Calculating computer capacity * 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 * Carrying out keyboard techniques in line with OH&S requirements for safe use of keyboards * 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 * Method of implementing Systems for cleaning, minor maintenance and replacement of consumables * 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 |
| Required skills | * + Determining requirements of task   + Selecting appropriate hardware and software according to task assigned and required outcome   + Planning task to ensure OH&S guidelines and procedures are followed   + Reading skills required to interpret work instruction   + Communication skills   + Entering data into the computer using appropriate program/ * Application in accordance with company procedures   + 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   + 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 * Carrying out keyboard techniques in line with OH&S requirements for safe use of keyboards * 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 * Implementing systems for cleaning, minor maintenance and replacement of consumables * 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 |
| Resource Implications | The following resources should be provided:   * + Workplace location   + Materials relevant to the unit of competency   + Technical plans, drawings and specifications relevant to the activities |
| Methods of Assessment | Competency in this unit must be assessed through:   * + Written test   + Direct observation and oral questioning |
| Context for assessment | * + Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a LAO’S TVET qualified assessor   + Competency assessment must be undertaken in accordance with the endorsed LAO’S TVET assessment guidelines |

**CORE COMPETENCIES**

**UNIT 1 RECEIVE STOCKS/GOODS**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| 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 | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| Identify workplace procedures and documentation requirements for the receipt of stocks/goods | * Workplace procedures for receipt of stocks/goods are identified * Purpose of documents associated with the ***received stocks/goods*** is interpreted * Workplace documentation requirements for the receipt of stocks/goods and reporting of damage are identified * 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 * 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 * 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 * 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 OH&S standards * Estimating the size, shape and special requirements of stocks/goods and loads |
| Check and inspect stocks/goods on arrival and complete workplace documentation | * Stocks/goods are properly checked/inspected prior to receiving based on standard operating procedures. * ***Discrepancies*** and/or damaged stocks/goods are checked and reported * Non-conforming stocks/goods are appropriately documented and dispatched or stored in accordance with company procedures * 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 * 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 |
| Checking standard operation | * Appropriate manual handling techniques and equipment are identified * Safe work procedures are used when unloading, unpacking and storing stocks/goods * Assistance from ***others*** is sought when required to maintain safe and effective work * Safe working procedures when unloading, unpacking and storing stock * Methods of unloading and unpacking stocks/goods in accordance with workplace procedures * Relevant OH&S and environmental protection procedures and guidelines * Specifications and standards for the checking and inspection of received goods * Housekeeping standards procedures required in the workplace * 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 * Reading and interpreting instructions, procedures, information, labels and signs relevant to unloading and unpacking of stocks/goods |

**Range of Variables**

|  |  |
| --- | --- |
| VARIABLE | RANGE |
| Received stocks/goods | Received goods may include special handling and storing requirements, like:   * Temperature controlled goods * Dangerous goods |
| Discrepancies | May include:   * Damaged stocks * Damaged pallets or packaging * Wrong stocks * Error in paperwork * Poorly stacked stocks * Incorrect quantity |
| Others | May include:   * Employees * Supervisors * Suppliers * Customers and clients * Drivers * Agents * Relevant authorities and institutions * Management * Union representatives * Industrial relations * OH&S specialists * Maintenance and technical staff |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical Aspects of Competency | Assessment requires evidence that the candidate:   * Identified workplace procedures for receipt of stocks/goods * Identified workplace documentation requirements for the receipt of stocks/goods and reporting of damage * Followed work procedure in receiving stocks/goods * Checked and reported discrepancies and/or damaged stocks/goods * Used safe work procedures when unloading, unpacking and storing stocks/good |
| Required Knowledge | * 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 * 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 * 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 OH&S and environmental protection procedures and guidelines * Specifications and standards for the checking and inspection of received goods * Housekeeping standards procedures required in the workplace |
| Required skills | * 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 * 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 OH&S standards * Estimating the size, shape and special requirements of stocks/goods and loads * 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 * Reading and interpreting instructions, procedures, information, labels and signs relevant to unloading and unpacking of stocks/goods |
| Resource Implications | The following resources should be provided   * Workplace location * Materials relevant to the unit of competency * Technical plans, drawings and specifications relevant to the activities |
| Methods of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |
| Context of Assessment | * Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TVET qualified assessor * Competency assessment must be undertaken in accordance with the endorsed TVET assessment guidelines |

**UNIT 2 STORE STOCKS/GOODS**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| 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. | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| Identify and categorize products | * ***Products*** are identified and categorized in terms of specified criteria and in accordance with workplace procedures * Required resources including documents and procedures are identified and categorized * Sequence work role is planned in a time effective manner * 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 * 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 |
| Match products to locations based on specified criteria | * Locations for products are determined based on specified criteria * Labels, inventory systems and other ***information sources*** are used to assist in the identification of products, handling and storage requirements * Method of determining locations for products based on specified criteria * Strategies of identifying products, handling and storage requirements * Types of equipment and storage areas appropriate for different types of goods * Determining locations for products based on specified criteria * Using labels, inventory systems and other information sources to assist in the identification of products, handling and storage requirements |
| Identify appropriate transfer and handling requirements | * Resources used to transfer different products through the ***storage zones*** are identified and evaluated * Work in receiving and dispatch areas is supported by identification and reporting of variances * Relevant documentation is completed in accordance with ***workplace procedures*** * 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 * 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 |
| Put-away/ store stocks/goods | * Products are sorted, assembled, and consolidated in the appropriate storage areas * Storing is checked in accordance with company procedures * Documentation and recording are completed in accordance with workplace procedures * 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 * 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 |
| Products | May include but not limited to:   * small parts * perishable goods * overseas export * dangerous goods * refrigerated products * temperature controlled stock * fragile goods |
| Storage zones | May include but not limited to:   * Bin/binning systems * Rack refrigeration/freezers/cold rooms * Marked floor space * Containers * Racks and racking systems * Block/stacks * Pallets |
| Workplace procedures | May include:   * Established security procedures * Standard operating procedures * Company procedures * Enterprise procedures * Organizational procedures |
| Information sources | May include:   * Goods identification numbers and codes * Manifests, picking slips, merchandise transfers, stock requisitions and bar codes, and container identification/serial number * Codes of practice and regulations relevant to workplace operations * National and international regulations and codes of practice for the handling, stacking, and transport of dangerous goods and hazardous substances * Operations manuals, job specifications, and induction documentation * Manufacturer’s specifications for equipment * Workplace procedures and policies * Supplier and/or client instructions * Dangerous goods declarations and material safety data sheets (where applicable) * Award, enterprise bargaining agreement, other industrial arrangements * Relevant Philippine standards and certification requirements * Quality assurance procedures * Emergency procedures |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical Aspects of Competency | Assessment requires evidence that the candidate:   * Identified and categorized products in terms of specified criteria and in accordance with workplace procedures * Determined locations for products based on specified criteria * Completed relevant documentation in accordance with workplace procedures * Identified and evaluated resources used to transfer different products * Supported work in receiving and dispatch areas by identification and reporting of variances * Sorted, assembled, and consolidated products in the appropriate storage areas * Documentation and recording are completed in accordance with workplace procedures |
| Required Knowledge | * 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 * Method of determining locations for products based on specified criteria * Strategies of identifying products, handling and storage requirements * Types of equipment and storage areas appropriate for different types of goods * 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 * 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 |
| Required skills | * 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 * Determining locations for products based on specified criteria * Using labels, inventory systems and other information sources to assist in the identification of products, handling and storage requirements * 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 * 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 |
| Resource Implications | The following resources should be provided:   * Workplace location * Materials relevant to the unit of competency * Technical plans, drawings and specifications relevant to the activities |
| Methods of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |
| Context of Assessment | * Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TVET qualified assessor * Competency assessment must be undertaken in accordance with the endorsed TVET assessment guidelines |

**UNIT 3 PICK GOODS/STOCKS**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| 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/LIFO, Checking for damages, identifying stock discrepancies, reporting and coordinating stock status and completing all required documentation | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| Check and Secure pick list/order slip of goods/stock for picking | * Documents are check and secures before picking warehouse goods/stock * Required resources including documents and procedures identified * Sequence work role is planned in a time effective manner * Methods of identifying goods as per picking or order slipware identified * Quantity of goods/stocks to be picked are determined * Knowledge in terming time and date of delivery * 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 |
| Identify goods/stock bin location and identification | * Pick goods/stocks accordance with enterprise policies and procedures * Confirm, verify and match goods/stocks identification * Report and coordinate pick/order slip discrepancy * 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 goods/stock accuracy and discrepancy * Workplace processes for records management in updating stock inventory reports * Undertaking stocktaking and picking SOPs * Following product specification * Confirming, verifying and matching goods/stocks * Documenting stock levels accurately and discrepancy * Reading and interpreting instructions, procedures and labels relevant picking goods/stocks takes * 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 |
| Observing FIFO/FEFO/LIFO while picking warehouse goods/stocks | * Industry picking procedures and policies are strictly followed * Warehouse goods/stocks storage date and dispatch are checked and determined * Warehouse goods/stock shelf life are regularly checked and monitored * 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 for coordinating and updating warehouse/ goods/stocks shelf life and storage status * Methods in monitoring and checking warehouse goods/stocks as per FIFO/FEFO/LIFO principles. * Taking necessary action to rectify nearly expired warehouse goods/stocks * Executing warehouse procedures to address nearly expired goods/stocks * Perform communication and coordination procedures to update goods/stock inventory records * Monitoring and checking warehouse goods/stock as per FIFO/FEFO/LIFO practices |
| Checks warehouse goods/stock for damages during picking process | * Actual physical checking of goods/stocks accordance with company procedures during picking process * Procedure in segregating and applying appropriate treatment to identified damage goods/stocks while picking is established * *Workplace damage documentation/report* is completed * Procedures 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 * *Workplace damage documentation/report* * 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 |
| Identify goods/stock discrepancies, report and coordinate stock status/availability | * Warehouse process in identifying order slip/pick list against goods/stock actual status/availability * Procedure and medium in reporting and coordinating goods/stock count/status report was observed * Industry policy in rectifying discrepancy in the order slip/pick list against actual goods/stocks status * Documentation requirements in reporting goods/stocks discrepancy is established * Procedure in identifying discrepancy based on the order slip/pick list against goods/stocks status/ availability * 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 * Identifying discrepancy based on the order slip/pick list against goods/stock status/availability * 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 |
| Picking systems | May include:   * Automated (SAP,WMS, Oracle, Exceed) * Manual (bin card/index card, inventory tag, MS excel) * Paper based * Computerized (RFID,QR code, Bar code scanning data logger) |
| Workplace picking documentation | May include:   * Count Sheet, Tally Sheet * Inventory Count Tags * Bin Cards * Goods identification numbers and codes * Manifests, picking slips, merchandise transfers, stock requisitions and bar codes * Operations manuals, job specifications and induction documentation * Standard Operation Procedures * Manufacturers specifications for equipment * Workplace procedures and policies * Supplier and/or client instructions |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical Aspects of Competency | Assessment requires evidence that the candidate:   * Identified goods to be counted and appropriate picking systems * Identified required resources including equipment and record keeping in picking goods/stock * Undertaking goods/stocks picking and inventory updates in accordance with enterprise policies and procedures * Interpreting and confirming goods/stocks identity and location * Checking and verifying goods/stocks status and availability * Reconciling picking discrepancy against goods/stock status and availability * Completing workplace documentation requirements |
| Required Knowledge | * Methods of identifying goods as per picking or order slipare identified * Quantity of goods/stocks to be picked are determined * Knowledge in terming time and date of delivery * 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 goods/stock accuracy and discrepancy * Workplace processes for records management in updating stock inventory reports * 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 for coordinating and updating warehouse/ goods/stocks shelf life and storage status * Methods in monitoring and checking warehouse goods/stocks as per FIFO/FEFO principles. * 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 * Workplace damage documentation/report * Procedure in identifying discrepancy based on the order slip/pick list against goods/stocks status/ availability * 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 |
| Required skills | * 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 * Undertaking stocktaking and picking SOPs * Following product specification * Confirming, verifying and matching goods/stocks * Documenting stock levels accurately and discrepancy * Reading and interpreting instructions, procedures and labels relevant picking goods/stocks takes * 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 * Taking necessary action to rectify nearly expired warehouse goods/stocks * Executing warehouse procedures to address nearly expired goods/stocks * Perform communication and coordination procedures to update goods/stock inventory records * Monitoring and checking warehouse goods/stock as per FIFO/FEFO practices * 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 * Identifying discrepancy based on the order slip/pick list against goods/stock status/availability * 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 |
| Resource Implications | The following resources should be provided:   * Workplace location * Materials relevant to the unit of competency * Technical plans, drawings and specifications relevant to the activities |
| Methods of Assessment | Competency in this unit MUST be assessed through:   * Written test * Direct observation and oral questioning |
| Context of Assessment | * Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TVET qualified assessor * Competency assessment must be undertaken in accordance with the endorsed TVET assessment guidelines |

**UNIT 4 ISSUE/DISPATCH STOCKS/GOODS**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| 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. | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| Analyze order to identify requirements | * Order request and consignment note documentation is interpreted * Required schedules for issuance are identified * ***Products*** on order are identified * Appropriate ***material handling equipment*** is selected within required OH&S regulations and timeframe for the issuance * 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 OH&S regulations and timeframe for the issuance * Regulations relevant to dispatch operations, including relevant bond, quarantine, or other legal requirements * Relevant OH&S and environmental protection procedures and guidelines * Workplace procedures and policies for issuing operations * 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 |
| Follow workplace order picking processes to prepare goods for issuance | * Goods for issuance are selected and checked against product knowledge, labels and other identification methods * Products are sorted, assembled and consolidated * Orders are secured and placed in ***storage zones,*** in accordance with schedule * Order is checked against dispatch schedule and order form * 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 OH&S and environmental protection procedures and guidelines * Workplace procedures and policies for issuing operations * 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 |
| Issue stocks/goods | * Workplace records are completed, and labels and appropriate issuance documentation are attached * Load labels and documentation are checked and loading is organized in accordance with ***workplace procedures*** * Final check of load labels and ***documentation*** is completed in accordance with requirements * Transportation requirements are described to delivery personnel where appropriate * Ways of completing, workplace records and labels and attaching appropriate issuance documentation * Procedure of checking load labels and documentation and organizing loading in accordance with workplace procedures * 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 OH&S 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 * Completing workplace records and labels and attaching appropriate issuance documentation * Checking load labels and documentation, and organizing loading in accordance with workplace procedures * 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 OH&S standards |

**Range of Variables**

|  |  |
| --- | --- |
| VARIABLE | RANGE |
| Products | May include but not limited to:   * small parts * perishable goods * overseas export * dangerous goods * refrigerated products * temperature controlled stock * fragile goods |
| Material handling equipment | May include:   * Trolley * Carts * Lifters * Chain blocks * Forklifts |
| Storage zones | May include but not limited to:   * Bin/binning systems * Rack refrigeration/freezers/cold rooms * Marked floor space * Containers * Racks and racking systems * Block/stacks * Pallets |
| Workplace procedures | May include:   * Established security procedures * Standard operating procedures * Company procedures * Enterprise procedures * Organizational procedures |
| Documentation | May include:   * Goods identification numbers and codes * Manifests, picking slips, merchandise transfers, stock requisitions and bar codes * Manufacturer’s specifications for equipment/tools * Supplier and/or client instructions * Dangerous goods declarations and material safety data sheets (where applicable) * Codes of practice including the national standards for manual handling and the industry safety code * Award, enterprise bargaining agreement, other industrial arrangements * Standards and certification requirements * Quality assurance procedures * Emergency procedures |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical Aspects of Competency | Assessment requires evidence that the candidate:   * interpreted Order request and consignment note documentation * Identified products on order * Selected and checked goods for issuance against product knowledge, labels, and other identification methods * Sorted, assembled, and consolidated products * Secured and placed orders in storage zones in accordance with schedule * Checked load labels and documentation and organized loading in accordance with workplace procedures * Completed workplace records, and attached labels and appropriate issuance documentation |
| Required Knowledge | * 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 OH&S regulations and timeframe for the issuance * Regulations relevant to dispatch operations, including relevant bond, quarantine, or other legal requirements * Relevant OH&S and environmental protection procedures and guidelines * Workplace procedures and policies for issuing operations * 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 OH&S and environmental protection procedures and guidelines * Workplace procedures and policies for issuing operations * Ways of completing, workplace records and labels and attaching appropriate issuance documentation * Procedure of checking load labels and documentation and organizing loading in accordance with workplace procedures * 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 OH&S 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 |
| Required skills | * 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 * 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 * Completing workplace records and labels and attaching appropriate issuance documentation * Checking load labels and documentation, and organizing loading in accordance with workplace procedures * 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 OH&S standards |
| Resource Implications | The following resources should be provided:   * Workplace location * Materials relevant to the unit of competency * Technical plans, drawings and specifications relevant to the activities |
| Methods of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |
| Context of Assessment | * Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a TVET qualified assessor * Competency assessment must be undertaken in accordance with the endorsed TVET assessment guidelines |

**UNIT 5: Pack stocks/goods**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| 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. | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| 1. Select packaging materials | * + Packaging specifications and order packaging documentation are correctly interpreted   + Appropriate packaging technology suitable for the ***goods*** to be packed is selected   + ***Packaging materials*** are identified and matched to specifications   + Work plan ensures materials are used economically and that appropriate packaging is used that minimizes loss and damage in transit or storage   + Work is planned in accordance with ***OH&S requirements*** |
| 1. Pack/wrap goods/   products | * + Packed and wrapped goods/products are in accordance to packaging specifications and order packaging requirements   + Completed packed goods are stacked to minimize damage from within and outside   + Packed and wrapped goods/products are in accordance with OH&S requirements |
| 1. Label packed goods/ products | * Workplace labeling standards are identified * Appropriate goods handling, labeling and other identification symbols are utilized * Invoices and picking slips are attached (where required) * Workplace documentation is completed |

**Range of Variables**

|  |  |
| --- | --- |
| VARIABLES | RANGE |
| 1. Goods | May include:   * + Special handling   + Storage and/or packaging requirements   + Temperature controlled goods   + Dangerous goods |
| 1. Packaging materials | May include:   * + Corrugated Box   + Cushioning Materials (bubble wrap, shrink wrap)   + Packaging Tape   + Crate (wooden, plastic, metal)   + Styrofoam |
| 1. OH&S requirements | May include safe handling of:   * + Chemicals   + Dangerous or hazardous substances   + Equipment, goods and materials   + Oil or water on floor   + Fire or explosion   + Damaged packaging or pallets   + Debris on floor   + Faulty racking   + Poorly stacked pallets   + Faulty equipment |
| 1. Workplace documentation | May include:   * + Goods identification numbers and codes   + Manifests, picking slips, merchandise transfers, stock requisitions and bar codes   + Operations manuals, job specifications and induction documentation   + Manufacturer’s specifications for equipment   + Workplace procedures and policies   + Supplier and/or client instructions |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical Aspects of Competency | Assessment requires evidence that the candidate:   * Interpreted Packaging specifications and order of packaging documentation * Selected appropriate packaging technology suitable for the goods to be packed * Identified and matched packaging materials to specifications * Packed and wrapped goods/products in accordance to packaging specifications and order packaging requirements * Packed and wrapped goods/products in accordance with OH&S requirements * Identified workplace labeling standards * Utilized appropriate goods handling, labeling, and other identification symbols * Completed workplace documentation |
| Required Knowledge | * 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 * 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 * Label packed goods/ products * Workplace labeling standards are identified * Appropriate goods handling, labeling and other identification symbols are utilized * Invoices and picking slips are attached (where required) * Workplace documentation is completed Means of identifying workplace labeling standards * Method of utilizing appropriate goods handling, labeling and other identification symbols * 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 |
| Required skills | * 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 * 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 OH&S standards * Reporting and/or rectifying any identified problems, faults or malfunctions that may occur when packaging good * Identifying workplace labeling standards * Utilizing goods handling, labeling and other identification symbols * Attaching invoices and picking slips (where required) * Completing documentation related to work activities when packaging goods |
| Resource Implications | The following resources should be provided:   * + Workplace location   + Materials relevant to the unit of competency   + Technical plans, drawings and specifications relevant to the activities |
| Methods of Assessment | Competency in this unit MUST be assessed through:   * + Written test   + Direct observation and oral questioning |
| Context for assessment | * Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a LAO’S TVET qualified assessor * Competency assessment must be undertaken in accordance with the endorsed LAO’S TVET assessment guidelines |

**UNIT 6: Operate and maintain manual material handling equipment**

|  |  |
| --- | --- |
| UNIT CODE: |  |
| 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. | |
| ELEMENTS | PERFORMANCE CRITERIA  *(Italicized items are elaborated in the range of variables).* |
| 1. Carry out pre-operational checks | * Pre-operational checks are conducted to manufacturer specifications to ensure optimum functionality of ***material handling equipment*** * Necessary adjustments to equipment are made in accordance with manufacturer’s ***specified checklist*** to ensure efficient operation * Faulty equipment is reported to ***authorized person*** for repair and to ensure equipment is safe and effective to use |
| 1. Operate material handling equipment | * Appropriate ***personal protective equipment*** is used to minimize the risk of injury to operator * Work hazards are eliminated or controlled appropriately when using material handling equipment to ensure safe working conditions * Assisting personnel are given clear instructions about their duties to ensure safe and effective working conditions * Material handling equipment is operated in accordance with manufacturer and workplace operating instructions |
| 1. Conduct routine maintenance | * Equipment is cleaned and maintained in accordance with manufacturer specifications to ensure optimum functionality * Detailed and ***accurate records*** are maintained according to workplace procedures |
| 1. Secure and store material handling equipment | * Equipment is handled and transported in a safe, secure and efficient manner in accordance to workplace procedure * Equipment is stored and secured according to manufacturer and workplace procedure * Warehouse signage and lifesaving rules are followed |

**Range of Variables**

|  |  |
| --- | --- |
| VARIABLES | RANGE |
| 1. Materials Handling Equipment | May include but not limited to:   * + Pallet trucks/ jack lift/hand lift/pallet lifter   + Trolley/push cart   + Portable conveyors   + Hoist   + Drum lifters   + Push/pull attachment   + Forklift |
| 1. Specified checklist | May include:   * + Hydraulic oil level   + Bolts and nuts tightening   + Lever arm operation   + Wheel condition   + Equipment’s physical appearance/condition   + Battery condition   + Locking device |
| 1. Authorized person | May include:   * + Team Leader   + Supervisors   + Maintenance Head   + Managers   + OH&S Specialists/Safety Officer |
| 1. Personal Protective Equipment | May include:   * + Safety Vest   + Sunscreen   + Sunglasses/Goggles/Safety Glass   + Back Support   + Thermal Suit   + Insect repellent Suit   + Gloves   + Apron   + Safety headwear/Hard hat   + Face mask   + Safety shoes   + Ear protector/ear plug   + Harness |
| 1. Accurate records | May include:   * + Material Handling Equipment checklist form   + PPE Checklist   + Preventive Maintenance Report   + Job Order Form   + Work Permit Form |
| 1. Warehouse signage and lifesaving rules | May include:   * + Pedestrian Lane   + Restricted Area   + Moving Equipment Warning Signs   + No Smoking Sign   + Restricted Use of Mobile   + Hard Hat Area   + 3-meter Rule   + Vertical Clearance Signage   + Staging/Dispatching/Receiving Area |

**Evidence Guide**

|  |  |
| --- | --- |
| Critical Aspects of Competency | Assessment requires evidence that the candidate:   * + Operated material handling equipment in accordance with manufacturer and workplace operating instructions   + Made necessary adjustments to equipment according to manufacturer instructions to ensure efficient operation   + Used appropriate personal protective equipment to minimize the risk of injury to operator   + Equipment is cleaned and maintained in accordance with manufacturer specifications to ensure optimum functionality |
| Required Knowledge | * 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 * Manner of appropriately using personal protective equipment * Methods of eliminating or controlling work hazards * 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 * Process of cleaning and maintaining equipment * System maintaining detailed and accurate records * 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 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 * 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 |
| Required skills | * 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 * Using appropriate personal protective equipment. * Eliminating or controlling work hazards * Operating material handling equipment * 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 * Cleaning and maintaining equipment * Maintaining detailed and accurate maintenance records * Communicating effectively with others when using and maintaining minor mechanical equipment * 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 * Handling and transporting equipment in a safe, secure and efficient manner * Storing and securing equipment |
| Resource Implications | The following resources should be provided:   * + Workplace location   + Materials relevant to the unit of competency   + Technical plans, drawings and specifications relevant to the activities |
| Methods of Assessment | Competency in this unit MUST be assessed through:   * + Written test   + Direct observation and oral questioning |
| Context for assessment | * + Competency may be assessed individually in the actual workplace or through an accredited assessment institution and given by a LAO’S TVET qualified assessor   + Competency assessment must be undertaken in accordance with the endorsed LAO’S TVET assessment guidelines |

**PART 2.**

**CURRICULUM STANDARD**

**Certificate level 2 in Warehousing services**

**Logistics Trades & Warehousing sector**

**SECTION 3 TRAINING ARRANGEMENTS**

**TRAINING ARRANGEMENTS FOR WAREHOUSING SERVICES LEVEL 2**.

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 LEVEL 2**.

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

**CURRICULUM DESIGN**

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 LEVEL 2**.

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

**3.1 CURRICULUM DESIGN**

LAO’S TVET 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 NLVQF Level: 2**

**TVET Course Duration:** 10 Months (40 weeks)

**Nominal Training Duration:** 160 Hours for Theory (4 hours/week)

960 Hours for Practical (24 hours/week)

**Total:** 1,120 Hours

**Course Description:**

This course is designed to enhance the knowledge, skills and attitude of **WAREHOUSING SERVICES LEVEL 2** 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.

1. Introduction:

In order to ensure that the LAO PDR grows competitively over the coming years, we need to establish a culture of excellence in everything that we do. This includes, particularly the Education & Employment sectors, as symbolized by Technical Vocational Education & Training (TVET). Research has shown that countries without a functioning and effective TVET system will lose out in the competitiveness ratings, with a consequence negative impact on growth etc.

The Purpose of the Competency Standard Curricula for the Warehousing Services Level 2 is to provide a framework for Competency-Based Training (CBT) Programs resulting in **warehousing services** to support the Logistics trade and Warehousing Sector in Lao PDR.

The Warehousing Services Level 2 is defined in reference to the Article 7. Clause 7.1 of the Agreement of the Minister for National TVET Curriculum Standard including the Appendix, Ministry of Education & Sports, No.7247 , Dated 30-11-2015. This Competency, Standards/ Qualification of Warehousing Services Level 2 provide a structured occupational outcome for domestic & international.

This qualification covers the skills and knowledge in Basic, Common & Core Competencies required by the Logistics trade and Warehousing Sector for Warehousing Services Level 2 in Lao PDR to perform basic operation in the warehouse individually and team operation. This qualification is suitable for entry into the Logistics trade and Warehousing Sector at NVQF Level 2 in Lao PDR.

The qualification is in line with CBT principles and is suitable for a Lao PDR Apprenticeship pathway where common/core units of competency are packaged to suit a particular in Logistics industry sector or occupational outcome, DTVET might issue, for example;Warehousing Services Level 2**.** It should be noted that a qualification with a specialization does not change the title of the qualification

This qualification may be accessed by direct entry. Credit will be granted towards this qualification to those who have completed Grade level 9 or higher in Secondary Education under Lao Education System and/or having work experiences in Logistics trade or other related industries.Further training pathways from this qualification are Certificate 2I or higher within the Logistics trade and Warehousing Sector in TVET Curricula Qualification.

Each Unit being able to stand alone when applied in a work situation. Each Unit can be amended in content or structure to meet the evolving needs of Logistics trade and Warehousing Sector. Changes and amendments to this Competency Standard will be made in line with the existing Quality Assurance Procedures as approved by the appropriate authority.

1. Philosophy and Objectives
   1. Philosophy:

Competency Based Training Course Level 2 in Warehousing Services is the necessity basic skill and knowledge enhancement for skilled worker which his/her has to be trained before entering to the industry.

* 1. Objectives:

1. To develop basic skilled and knowledge in Logistics and Warehousing Sector for Warehousing Services in accordance to the requirement of related industries in Lao PDR.
2. To practice the performance experience in Warehousing Services for the trainee.
3. To improve awareness in team work, and Occupational Health & Safety of the trainee prior to work as a Warehousing Services.
4. Occupational Standard:

Person deemed competent in this qualification:

1. has theoretical knowledge in Warehousing Services Level 2
2. has a range of well-developed skills in Warehousing Services Level 2 Qualification to perform basic standard operation in the warehouse services
3. using basic tools and equipment including computer in the warehouse
4. work on jobs requiring supervision
5. be responsible for the entrusted tools and equipment
6. solve routine work problems using basic methods, tools materials and information
7. Course Title:
   1. Course: Certificate Level 2 in Warehousing Services
   2. Major: Logistics Trade and Warehousing Services Sector
   3. Department: Business Administration
8. Certification: TVET Certificate Level 2
9. TVET Certification: Certificate Level 2 in Warehousing Services
10. Outcomes:

Person deemed competent in this qualification:

1. has theoretical knowledge in Warehousing Services Level 2 qualification
2. has a range of well-developed skills in Warehousing Services Level 2 Qualification to perform basic standard operation in the warehouse services.
3. using basic tools and equipment including computer in the warehouse
4. work on jobs requiring supervision
5. be responsible for the entrusted tools and equipment
6. solve routine work problems using basic methods, tools materials and information
7. Educational System:

Technical, Vocational Education and Training (TVET) under Article 7. Clause 7.1 of the Agreement of the Minister for National TVET Curriculum Standard including the Appendix, Ministry of Education & Sports, No.7247 , Dated 30-11-2015.

1. Organization in Charge:
2. Department of Technical, Vocational Education and Training (DTVET)
3. Vocational Education Development Institute (VEDI)
4. Public and Private TVET Institutes
5. Learning & Teaching Program:
6. Trainee(s) must be trained all modules and completed the criteria of performance assessment within 10 months or 40 weeks.
7. The period of training must be 1,120 hours approximately but may flexible upon the management of the Institutes.
8. Qualification of the Trainee(s):

Trainee(s) qualification who attend the course have to completed Grade 9 or higher in Secondary Education Level.

1. Qualification of the Trainer(s):

The Trainer(s) or Technical Teacher(s) must have industry experiences in Logistics trade or related industries at least one year or completed the intensive training course in Logistics trade and Warehousing Services Sector.

1. Enrolment Entry:
2. People who need to attend the training course can enroll at any Institute that provide the Certificate Level 2 in Warehousing Services.
3. Training fees will be depended on the condition of each Institute.
4. Training Schedule:
5. Training period will be 3 months or 12 weeks (approx.), 30-35 hours per week.
6. Training matters must be 10% of theory and 90% of practical (approx.)
7. Training Assessment:

Assessment requires evidence that the candidate:

* Demonstrated skills & knowledge of organizational procedures for Warehousing Operation including handling verbal and written communications
* Received and acted on verbal messages and instructions
* Demonstrated competency in recording instructions/information, manuals, regulations, assess on the job or simulated environment while tasks are being undertaken whether individually or in group
* Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines

1. Details of Training Modules:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Modules | Theory | Practical | Total |
| 1 | Basic Competency Units | 16 | 144 | 160 |
| 2 | Common Competency Units | 48 | 432 | 480 |
| 3 | Core Competency Units | 48 | 432 | 480 |
| Total | | 112 | 960 | 1,120 |
| % | | 10% | 90% | 100% |

1. Jobs Analysis Sheets

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Duties | Tasks | | | |
| Warehousing Services | Receive Stocks/Goods | Store keeping stocks/goods | Pick stocks/goods | Dispatch stocks/goods |
| * Work under standard operation on the manuals and good relation with the customer. | * Identify workplace procedures and documentation requirements for the receipt of stocks/goods | * Identify and categorize products | * Check and Secure pick list/order slip of goods/stock for picking | * Analyze order to identify requirements |
| * Work with others and team | * Check and inspect stocks/goods on arrival and complete workplace documentation | * Match products to locations based on specified criteria | * Identify goods/stock bin location and identification | * Follow workplace order picking processes to prepare goods for issuance |
| * Work values with efficiency and OH&S | * Checking standard operation | * Identify appropriate transfer and handling requirements | * Observing FIFO/FEFO/LIFO while picking warehouse goods/stocks | * Issue stocks/goods |
| * Maintain good performance in Warehouse Services Sector | * Environmental *legislations/conventions* and local ordinancesare identified according to the different *environmental aspects/impact*. | * Put-away/ store stocks/goods | * Checks warehouse goods/stock for damages during picking process | * Check existing stocks/goods |
| * Quality Control and Report. | * Investigate goods/materials when receive. | * 5’S awareness supervision | * Identify goods/stock discrepancies, report and coordinate stock status/availability | * 3R: Reuse-Recycle-Renovate should be applied |
| * Practice Environmental Protection | * Workplace/Assessment location | * Industrial standard/ environmental practices are observed in accordance with different national and international environmental concerns | * Industrial standard/ environmental practices are observed in accordance with different national and international environmental concerns | * Monitoring the pollutions indicators and improve |
| * Maintain and use hand tools | * Checking the quality and condition of hand tools before use | * Use the right hand tools with care and keep in the right place | * Use the right hand tools with care and keep in the right place | * Conduct routine maintenance after use with secure and store hand tools |
| * Perform computer operations | * Key the data of input goods/materials | * Record of stocks/goods | * Record of stocks/goods | * Report on delivery activities |
| * Operate and maintain manual material handling equipment | * Checking the quality and condition of material handling equipment before use | * Use with secure and store material handling equipment | * Use with secure and store material handling equipment | * Conduct routine maintenance after use with secure and store material handling equipment |

1. Training Course Structure: Certificate Level 2 in Warehousing Services.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Modules | No. | Months | 10 | | Total Hours |
| Weeks | 40 | |
| Contents of Theory & Practice | Theory | Practice |
| Basic Competencies | 1 | Respond to Workplace Communication | 4 | 72 | 40 |
| 2 | Work with Others | 4 | 72 | 40 |
| 3 | Demonstrate Positive Work Values | 4 | 72 | 40 |
| 4 | Practice Housekeeping Procedures | 4 | 72 | 40 |
| 5 | Practice Environmental Protection | 4 | 72 | 40 |
| Total | | 16 | 144 | 160 |
| Common Competencies | 1 | Apply knowledge in warehouse operations | 6 | 54 | 60 |
| 2 | Perform industry calculation in warehousing operations | 6 | 54 | 60 |
| 3 | Perform workplace security and safety | 6 | 54 | 60 |
| 4 | Provide effective customer service | 6 | 54 | 60 |
| 5 | Contribute to quality system | 6 | 54 | 60 |
| 6 | Follow specifications and manuals of instructions when storing products | 6 | 54 | 60 |
| 7 | Maintain and use hand tools | 6 | 54 | 60 |
| 8 | Perform computer operations | 6 | 54 | 60 |
| Total | | 48 | 432 | 480 |
| Core Competencies | 1 | Receive stocks/goods | 8 | 72 | 80 |
| 2 | Store stocks/goods | 8 | 72 | 80 |
| 3 | Pick stocks/goods | 8 | 72 | 80 |
| 4 | Issue/dispatch stocks/goods | 8 | 72 | 80 |
| 5 | Pack stocks/goods | 8 | 72 | 80 |
| 6 | Operate and maintain manual material handling equipment | 8 | 72 | 80 |
| Total | | 48 | 432 | 480 |
|  | 1 | Theory & Practice | 112 | 1,008 | 1,120 |
| 2 | Total Hours | 1,120 | |  |
| 3 | % | 10% | 90% | 100% |

1. Training Course Details

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Components | | | Descriptions | | | |
| Course Title: | | | Certificate Level 2 in Warehousing Services | | | |
| Course Duration: | | | 1,120 Hours | | | |
| Course Description: | | | This course is designed to enhance the knowledge, skills and attitude of Warehousing Services Level 2 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, maintenance of the hand tools and material handling equipment. Also practice on safely and effectively in the workplace, concerning and awareness to the community and environment. | | | |
| Outcomes: | | | The Trainee(s) can perform workplace security and safety, follow specifications and manuals of instructions, provide effective customer services, and contribute to Quality Systems by;   * has theoretical knowledge in Warehousing Services Level 2 qualification * has a range of well-developed skills in Warehousing Services Level 2 qualifications to perform technical standard operation in the warehouse * using hand tools and materials handling equipment in the warehouse * work on jobs requiring supervision * be responsible for the entrusted tools and equipment * solve routine work problems using basic methods, tools materials and information * aware of Quality Control and OH&S | | | |
| Course Structure Modules | | | | | | |
|  | Keys Competency | | | | | |
| No. | Unit of Competency | | | Modules | Performance | Periods |
| 1 | Respond to Workplace Communication | | | Respond to Workplace Communication | * Follow routine spoken messages. * Perform workplace duties following written notices. | 40 |
| 2 | Work with Others | | | Work with Others | * Develop effective workplace relationship * Contribute to work group activities | 40 |
| 3 | Demonstrate Positive Work Values | | | Demonstrate Positive Work Values | * Define the purpose of work. * Apply work values/ethics * Deal with ethical problems * Maintain integrity of conduct in the workplace | 40 |
| 4 | Practice Housekeeping Procedures | | | Practice Housekeeping Procedures | * Sort and remove unnecessary items * Arrange items * Maintain work area, tools and equipment * Follow standardized work process and procedures * Perform work spontaneously | 40 |
| 5 | Practice Environmental Protection | | | Practice Environmental Protection | * Show awareness with guidelines for environmental concerns | 40 |
| 6 | Apply knowledge in warehouse operations | | | Apply knowledge in warehouse operations | * Apply warehousing operations and workplace procedures. * Identify major areas of the workplace in terms of workload, ethical practices and personal daily routine. | 60 |
| 7 | Perform industry calculation in warehousing operations | | | Perform industry calculation in warehousing operations | * Carry out basic routine workplace calculations. * Carry out required mathematical operations * Prepare basic estimates of mass, size and volume; * Interpret basic statistic & graphical representations of mathematical information. | 60 |
| 8 | Perform Workplace Security and Safety | | | Perform Workplace Security and Safety | * Maintain security of stocks, goods and cargo * Identify a security threat or situation * Respond to a security threat or situation * OH&S applied | 60 |
| 9 | Provide Effective Customer Service | | | Provide Effective Customer Service | * Deal with customer inquiries * Monitor customer satisfaction * After sell services | 60 |
| 10 | Contribute to Quality Systems | | | Contribute to Quality Systems | * Apply quality concepts * Test and evaluate improvements * Implement improvements * 5’S applied | 60 |
| 11 | Follow Specifications and Manuals of Instructions when Storing Products | | | Follow Specifications and Manuals of Instructions when Storing Products | * Maintain security of stocks, goods and cargo * Identify a security threat or situation * Respond to a security threat or situation * Identify preventive security. | 60 |
| 12 | Maintain and use hand tools | | | Maintain and use hand tools | * Maintain and use hand tools in accordance with workplace requirements. * Select and using hand tools to complete workplace tasks. * Maintaining basic hand tools in accordance with manufacturer’s instructions * Secure and storing hand tools in accordance with workplace procedures. | 60 |
| 13 | Perform computer operations | | | Perform computer operations | * Perform computer operations which include data keying, inputting, accessing, producing and transferring data using the appropriate hardware and software | 60 |
| 14 | Receive stocks/goods | | | Receive stocks/goods | * Identify workplace procedures and documentation requirements for the receipt of stocks/goods * Check and inspect stocks/goods on arrival and complete workplace documentation * Checking standard operation with care * OH&S applied in process | 80 |
| 15 | Store keeping stocks/goods | | | Store keeping stocks/goods | * Identify and categorize products * Match products to locations based on specified criteria * Identify appropriate transfer and handling requirements * Put-away/ store stocks/goods * OH&S applied in process | 80 |
| 16 | Pick stocks/goods | | | Pick stocks/goods | * Check and Secure pick list/order slip of goods/stock for picking * Identify goods/stock bin location and identification * Observing FIFO/FEFO/LIFO while picking warehouse goods/stocks * Checks warehouse goods/stock for damages during picking process * Identify goods/stock discrepancies, report and coordinate stock status/availability * OH&S applied in process | 80 |
| 17 | Dispatch stocks/goods | | | Dispatch stocks/goods | * Analyze order to identify requirements * Follow workplace order picking processes to prepare goods for issuance * Issue stocks/goods | 80 |
| 18 | Pack stocks/goods | | | Maintain and use hand tools | * Pack goods/ products in accordance with regulatory and workplace requirements. * Select packaging materials, packing/wrapping goods/products and labeling packed goods/ products. | 80 |
| 19 | Operate and maintain manual material handling equipment | | | Perform computer operations | * Operate material handling equipment. * Carry out pre-operational checks. * Operate material handling equipment * Conduct routine maintenance. * Secure and storing material handling equipment. | 80 |
| Competency Analysis | |  | | | | |
| Method of Assessment | | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview | | | | |
| Learning & Teaching Method | | * Lecture * Demonstration * Practice in Laboratories * On the job training | | | | |
| Resource Implications | | The following resources should be provided:   * Warehousing Laboratories/Workshop * Workplace location * Materials relevant to the unit of competency * Technical plans, drawings and specifications relevant to the activities | | | | |
| Qualification of the Trainee(s) | | Trainee(s) qualification who attend the course have to completed Grade 9 or higher in Secondary Education Level. | | | | |
| Qualification of the Trainer(s) | | The Trainer(s) or Technical Teacher(s) must have industry experiences in Logistics trade or related industries at least one year or completed the intensive training course in Logistics trade and Warehousing Services Sector. | | | | |

**Basic Competencies 5 Modules**

1. Training Module 1/5 of Basic Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 1 | Respond to Workplace Communication |
| Description | This unit covers the knowledge, skills and attitudes required in responding to workplace communication. This unit specifically involves following routine spoken messages and performing workplace duties following written notices. |
| Periods | 40 Hours |
| Performance Result | Understand the knowledge of organizational procedures for handling verbal and written communications in Logistics trade and Warehousing Services Sector;   * Received and acted on verbal messages and instructions * Has skill in recording instructions/information * Effectively correspondence |
| Contents | * Knowledge of organizational policies/guidelines in regard to processing internal/external information. * Ethical work practices in handling communications * Communication process * Conciseness in receiving and clarifying messages/information/communication * Accuracy in recording messages/information |
| Resource Implications | Using training materials in 2 Logistics Laboratories;   * Warehousing Laboratories/Workshop Demonstration such as operation manual, OH&S instructions, forms, lists of handling tools/equipment, checklist, etc. * Retails Demonstration Workshop such as operation manual, OH&S instruction, forms, checklist, etc. * Textbooks in Warehousing Management. |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * Demonstrated knowledge of organizational procedures for handling verbal and written communications * Received and acted on verbal messages and instructions * Demonstrated competency in recording instructions/information * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |
| Method of Assessment | Competency in this Unit should be assessed through:   * Direct Observation * Oral interview * Written Evaluation * Third Party Report |

1. Training Module 2/5 of Basic Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 2 | Work with Others |
| Description | This competency unit includes the knowledge, skills and attitudes required in working with others. This unit specifically involves developing effective workplace relationship and contributing to work group activities. |
| Periods | 40 Hours |
| Performance Result | Can be able to provide support to team members to ensure goals are met;   * Acted on feedback from clients and colleagues * Accessed learning opportunities to extend own personal work competencies to enhance team goals and outcomes * Effectively workplace relations |
| Contents | * The relevant legislation that affects operations, especially with regards to safety * Reasons why cooperation and good relationships are important * Knowledge of the organization’s policies, plans and procedures * Understanding how to elicit and interpret feedback * Knowledge of workgroup member’s responsibilities and duties * Importance of demonstrating respect and empathy in dealings with colleagues * Understanding of how to identify and prioritize personal development opportunities and options * Ability to read and understand the organization’s policies and work procedures * Writing simple instructions for particular routine tasks * Interpreting information gained from correspondence * Communication skills to request advice, receive feedback and work with a team * Planning skills to organized work priorities and arrangement * Technology skills including the ability to select and use technology appropriate to a task * Ability to relate to people from a range of social, cultural and ethnic backgrounds |
| Resource Implications | The following resources should be provided:   * Access to relevant workplace or appropriately simulated environment where assessment can take place * Materials relevant to the proposed activity or task. * Warehousing Laboratories/Workshop Demonstration such as operation manual, OH&S instructions, forms, lists of handling tools/equipment, checklist, etc. * Retails Demonstration Workshop such as operation manual, OH&S instruction, forms, checklist, etc. |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * Provided support to team members to ensure goals are met. * Acted on feedback from clients and colleagues * Accessed learning opportunities to extend own personal work competencies to enhance team goals and outcomes * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |
| Method of Assessment | Competency in this Unit should be assessed through:   * Direct observations of work activities of the individual member in relation to the work activities of the group * Observation of simulation and/or role play involving the participation of individual member to the attainment of organizational goal * Case studies and scenarios as a basis for discussion of issues and strategies |

1. Training Module 3/5 of Basic Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 3 | Demonstrate Positive Work Values |
| Description | This competency unit includes the knowledge, skills, and attitude required in demonstrating positive work values. This unit specifically involves defining the purpose of work, applying work values/ethics, dealing with ethical problems and maintaining integrity of conduct in the workplace. |
| Periods | 40 Hours |
| Performance Result | Can be able to identify one’s unique sense of purpose for working;   * Clarified and affirmed work values/ethics/concepts consistently in the workplace. * Demonstrated work practices satisfactorily and consistently in compliance with industry work ethical standards, organizational policy and guidelines. * Demonstrated personal behaviour and relationships with co-workers and/or clients consistent with ethical standards, policy and guidelines. * Followed company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct/behavior. * Effectively team productive |
| Contents | * Occupational Health and Safety (OH&S) * Work values and ethics * Company performance and ethical standards * Company policies and guidelines * Fundamental rights at work including gender sensitivity * Work responsibilities/job functions * Corporate social responsibilities * Company code of conduct/values * Balancing work and family responsibilities * Showing interpersonal skills * Applying communication skills * Performing self-awareness, understanding and acceptance * Applying good manners and right conduct |
| Resource Implications | The following resources should be provided:   * Workplace or assessment location * Case studies/Scenarios * Warehousing Laboratories/Workshop Demonstration such as operation manual, OH&S instructions, forms, lists of handling tools/equipment, checklist, etc. * Retails Demonstration Workshop such as operation manual, OH&S instruction, forms, checklist, etc. |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * Identified one’s unique sense of purpose for working * Clarified and affirmed work values/ethics/concepts consistently in the workplace * Demonstrated work practices satisfactorily and consistently in compliance with industry work ethical standards, organizational policy and guidelines * Demonstrated personal behaviour and relationships with co-workers and/or clients consistent with ethical standards, policy and guidelines. * Followed company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct/behavior * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |
| Method of Assessment | Competency in this Unit should be assessed through:   * Portfolio Assessment * Interview * Third Party Reports |

1. Training Module 4/5 of Basic Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 4 | Practice Housekeeping Procedures |
| Description | This competency unit includes the knowledge, skills, and attitude required in practicing housekeeping procedures. This unit specifically involves sorting and removing unnecessary items, arranging items, maintaining work area, tools and equipment, following standardized work process and procedures and performing work spontaneously |
| Periods | 40 Hours |
| Performance Result | Can be able to practice the basic procedures of 5S   * Can be measure in the real situation of the workplace. * Effectively warehouse utilization |
| Contents | * Principles of 5’S * Work process and procedures * Safety signs and symbols * General OH&S principles and legislation * Environmental requirements relative to work safety * Accident/Hazard reporting procedures * Performing basic communication skills * Carrying-out Interpersonal skills * Reading skills required to interpret instructions * Reporting/recording accidents and potential hazards |
| Resource Implications | The following resources must be provided:   * Warehousing Laboratories/Workshop * Facilities * Materials tools and equipment necessary for the activity * Warehousing Workshop Demonstration such as operation manual, OH&S instructions, forms, lists of handling tools/equipment, checklist, etc. * Retails Demonstration Workshop such as operation manual, OH&S instruction, forms, checklist, etc. |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * Practiced the basic procedures of 5S * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |
| Method of Assessment | Competency must be assessed through:   * Third party report * Interview * Demonstration with questioning |

1. Training Module 5/5 of Basic Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 5 | Practice Environmental Protection |
| Description | This competency unit includes the knowledge, skills and attitudes required in practicing environmental protection. This unit specifically involves showing awareness with guidelines for environmental concerns. |
| Periods | 40 Hours |
| Performance Result | Can be able to demonstrate knowledge of environmental legislations and local ordinances according to the different environmental issues/concerns;   * Described industrial standard environmental practices according to the different environmental issues/concerns. * Implemented and monitored environmental practices on a periodic basis as per company guidelines. * Monitored and reported to proper authorities any environmental incidents. * Effectively environmental activities. |
| Contents | * Features of an environmental management strategy * Environmental issues/concerns * Waste minimization hierarchy * Environmental planning/management * Community needs and expectations * Resource availability * Environment-friendly/environmental advocates * 5’S of Good Housekeeping * 3Rs – Reduce, Reuse & Recycle * Sanitary Code * Communicating effectively * Understanding with the research process * Reading/interpreting data and information * Following environmental protection requirements/laws |
| Resource Implications | The following resources MUST be provided:   * Workplace/Assessment location * Legislation, policies, procedures, protocols and local ordinances relating to environmental protection * Case studies/scenarios relating to environmental protection * Warehousing Workshop Demonstration such as operation manual, OH&S instructions, forms, lists of handling tools/equipment, checklist, etc. * Retails Demonstration Workshop such as operation manual, OH&S instruction, forms, checklist, etc. |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | * Assessment requires evidence that the candidate: * Demonstrated knowledge of environmental legislations and local ordinances according to the different environmental issues/concerns. * Described industrial standard environmental practices according to the different environmental issues/concerns. * Implemented and monitored environmental practices on a periodic basis as per company guidelines * Monitored and reported to proper authorities any environmental incidents * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |
| Method of Assessment | Competency may be assessed through:   * Written/oral examination * Interview/third party reports * Simulations and role-plays |

**Common Competencies 8 Modules**

1. Training Module 1/8 of Common Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 1 | Apply knowledge in warehouse operations |
| Description | 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. |
| Periods | 60 Hours |
| Performance Result | Can be able to identified the layout of the workplace, the flow of materials and goods (where relevant) and the workplace procedures in each work area;   * Identified and followed workplace emergency procedures in real and simulated emergency situation * Planned work activities and communicated progress of work to others whose personal work plans and timelines may be affected * Completed work to the standard expected in the workplace and in accordance with any guidelines, directions or instructions/ information * Identified and followed workplace procedures, regulations and legislation appropriate to the position * Applied appropriate codes of acceptable and ethical work practices * Planned daily routine to take into account rosters, industrial agreements and workplace procedures * Applied appropriate codes of acceptable and ethical work practices |
| Contents | * 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, OH&S and other regulations * Workplace structures and the roles and responsibilities of team/group members * Site or workplace layout * Emergency procedures * Workplace hazards and related hazard minimization procedures * Personal protective equipment and instructions of its use * Ways of establishing priorities and deadlines * Work planning and method of communicating work progress to others * Enterprise work guidelines, directions or instructions * Workplace structures and the roles and responsibilities of team/group members * 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 * Ways of planning daily routine to take into account rosters, industrial agreements and workplace procedures * Technique of clarifying requirements of tasks * Company standard time and other performance measures of work activities |
| Resource Implications | * The following resources should be provided: * Workplace location * Materials relevant to the unit of competency * Technical plans, drawings and specifications relevant to the activities |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * Identified the layout of the workplace, the flow of materials and goods (where relevant) and the workplace procedures in each work area * Identified and followed workplace emergency procedures in real and simulated emergency situation * Planned work activities and communicated progress of work to others whose personal work plans and timelines may be affected * Completed work to the standard expected in the workplace and in accordance with any guidelines, directions or instructions/ information * Identified and followed workplace procedures, regulations and legislation appropriate to the position * Applied appropriate codes of acceptable and ethical work practices * Planned daily routine to take into account rosters, industrial agreements and workplace procedures * Applied appropriate codes of acceptable and ethical work practices |
| Method of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |

1. Training Module 2/8 of Common Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 2 | Perform industry calculation in warehousing operations |
| Description | 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. |
| Periods | 60 Hours |
| Performance Result | Can be able to performed calculations involving fractions, percentages and mixed numbers using the four basic processes as required to complete workplace procedures;   * Made accurate estimates to complete assigned work/activities * Recognized, interpreted and acted upon information represented in symbols, diagrams and pictorial representations in workplace task * Summarized of basic statistic. |
| Contents | * 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 * 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 * Basic statistics communication * Methods of interpreting, recognizing and representing, information in symbols, diagrams, logos, pictorial representations and other visual materials |
| Resource Implications | The following resources should be provided:   * + Workplace location   + Materials relevant to the unit of competency   + Technical plans, drawings and specifications relevant to the activities |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * Performed calculations involving fractions, percentages and mixed numbers using the four basic processes as required to complete workplace procedures * Made accurate estimates to complete assigned work/activities * Recognized, interpreted and acted upon information represented in symbols, diagrams and pictorial representations in workplace task |
| Method of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |

1. Training Module 3/8 of Common Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 3 | Perform Workplace Security and Safety |
| Description | 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 |
| Periods | 60 Hours |
| Performance Result | Can be able to secure goods and stocks in accordance with workplace security procedures and applicable security regulations;   * Checked and maintained seals, tamper proof packaging, locks and other security measures on goods or cargo in accordance with workplace security procedures. * Identified and assessed security threat or situation in accordance with the workplace security program and procedures. * Responded to an identified security threat or situation in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan. * Handled appropriately any security threats or incidents in accordance with established response plan and within limits of responsibility. |
| Contents | * 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 OH&S and environmental protection procedures and guidelines * 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 |
| Resource Implications | The following resources should be provided:   * Workplace location * Materials relevant to the unit of competency * Technical plans, drawings and specifications relevant to the activities * Warehousing Workshop Demonstration such as operation manual, OH&S instructions, forms, lists of handling tools/equipment, checklist, etc. * Retails Demonstration Workshop such as operation manual, OH&S instruction, forms, checklist, etc. |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * Secured goods and stocks in accordance with workplace security procedures and applicable security regulations * Checked and maintained seals, tamper proof packaging, locks and other security measures on goods or cargo in accordance with workplace security procedures * Identified and assessed security threat or situation in accordance with the workplace security program and procedures * Responded to an identified security threat or situation in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan * Handled appropriately any security threats or incidents in accordance with established response plan and within limits of responsibility * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |
| Method of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |

1. Training Module 4/8 of Common Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 4 | Follow Specifications and Manuals of Instructions when Storing Products |
| Description | 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 |
| Periods | 60 Hours |
| Performance Result | Can be able to assess the requires evidence that the candidate;   * Secured goods and stocks in accordance with workplace security procedures and applicable security regulations * Checked and maintained seals, tamper proof packaging, locks and other security measures on goods or cargo in accordance with workplace security procedures * Identified and assessed security threat or situation in accordance with the workplace security program and procedures * Responded to an identified security threat or situation in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan * Handled appropriately any security threats or incidents in accordance with established response plan and within limits of responsibility |
| Contents | * 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 OH&S and environmental protection procedures and guidelines * 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 |
| Resource Implications | The following resources should be provided:   * Workplace location * Materials relevant to the unit of competency * Technical plans, drawings and specifications relevant to the activities * Warehousing Workshop Demonstration such as operation manual, OH&S instructions, forms, lists of handling tools/equipment, checklist, etc. * Retails Demonstration Workshop such as operation manual, OH&S instruction, forms, checklist, etc. |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * Secured goods and stocks in accordance with workplace security procedures and applicable security regulations * Checked and maintained seals, tamper proof packaging, locks and other security measures on goods or cargo in accordance with workplace security procedures * Identified and assessed security threat or situation in accordance with the workplace security program and procedures * Responded to an identified security threat or situation in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan * Handled appropriately any security threats or incidents in accordance with established response plan and within limits of responsibility * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |
| Method of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |

1. Training Module 5/8 of Common Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 5 | Provide Effective Customer Service |
| Description | 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. |
| Periods | 60 Hours |
| Performance Result | Can be able to dealt with customer inquiries courteously and efficiently both by phone and face to face;   * Used knowledge of products, services and/or operations to answer customer queries or to respond to customers' needs * Provided appropriate feedback to managers and internal and/or external customers * Recorded and reported customer inquiries and associated action are in accordance with workplace procedures |
| Contents | * 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 * 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 * 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 * 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 |
| Resource Implications | The following resources should be provided:   * Workplace location * Materials relevant to the unit of competency * Technical plans, drawings and specifications relevant to the activities * Warehousing Workshop Demonstration such as operation manual, OH&S instructions, forms, lists of handling tools/equipment, checklist, etc. * Retails Demonstration Workshop such as operation manual, OH&S instruction, forms, checklist, etc. |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * Dealt with customer inquiries courteously and efficiently both by phone and face to face * Used knowledge of products, services and/or operations to answer customer queries or to respond to customers' needs * Provided appropriate feedback to managers and internal and/or external customers * Recorded and reported customer inquiries and associated action are in accordance with workplace procedures * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |
| Method of Assessment | Competency in this unit MUST be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |

1. Training Module 6/8 of Common Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 6 | Contribute to Quality Systems |
| Description | 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. |
| Periods | 60 Hours |
| Performance Result | Can be able to completed work in accordance with workplace standards as defined in enterprise policies and procedures;   * Applied basic quality concepts to work activities * Tested and evaluated improvements to work processes * Checked evaluation of improvements for outcomes and compliance with workplace requirements * Implemented the tested and confirmed improvement initiatives in accordance with enterprise procedures |
| Contents | * 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 * 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 * 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 |
| Resource Implications | * 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 * 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 * 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 |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * Completed work in accordance with workplace standards as defined in enterprise policies and procedures * Applied basic quality concepts to work activities * Tested and evaluated improvements to work processes * Checked evaluation of improvements for outcomes and compliance with workplace requirements * Implemented the tested and confirmed improvement initiatives in accordance with enterprise procedures * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |
| Method of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning |

1. Training Module 7/8 of Common Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 7 | Maintain and use hand tools |
| Description | 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. |
| Periods | 60 Hours |
| Performance Result | Can be able to choose the correct tools to be carried out for work to complete workplace tasks and to ensure efficient and safe working conditions;   * Used appropriate personal protection equipment to minimize the risk of personal injury * Cleaned and maintained tools and equipment in accordance with manufacturer’s specifications and/or local instructions to ensure correct functionality * Reported to relevant personnel any unserviceable tools to ensure correct functionality * Stored and secured Tools and materials according to manufacturer’s or workplace procedures |
| Contents | * 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 |
| Resource Implications | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * Chose the correct tools to be carried out for work to complete workplace tasks and to ensure efficient and safe working conditions * Used appropriate personal protection equipment to minimize the risk of personal injury * Cleaned and maintained tools and equipment in accordance with manufacturer’s specifications and/or local instructions to ensure correct functionality * Reported to relevant personnel any unserviceable tools to ensure correct functionality * Stored and secured Tools and materials according to manufacturer’s or workplace procedures |
| Method of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |

1. Training Module 8/8 of Common Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 8 | Perform computer operations |
| Description | 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 |
| Periods | 60 Hours |
| Performance Result | Can be able to select and use hardware components correctly and according to the task requirement   * + Identified and explain the functions of both hardware and software used, their general features and capabilities   + Produced accurate and complete data in accordance with the requirements   + Used appropriate devices and procedures to transfer files/data accurately   + Maintained computer system |
| Contents | * 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 OH&S 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 * Method of entering data into the computer using appropriate program/application in accordance with company procedures * 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 * OH&S principles and responsibilities * Calculating computer capacity * 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 * Carrying out keyboard techniques in line with OH&S requirements for safe use of keyboards * 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 * Method of implementing Systems for cleaning, minor maintenance and replacement of consumables * 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 |
| Resource Implications | The following resources should be provided:   * + Workplace location   + Materials relevant to the unit of competency   + Technical plans, drawings and specifications relevant to the activities |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * + Selected and used hardware components correctly and according to the task requirement   + Identified and explain the functions of both hardware and software used, their general features and capabilities   + Produced accurate and complete data in accordance with the requirements   + Used appropriate devices and procedures to transfer files/data accurately   + Maintained computer system |
| Method of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |

**Core Competencies 6 Modules**

1. Training Module 1/6 of Core Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 1 | Receive stocks/goods |
| Description | 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 |
| Periods | 80 Hours |
| Performance Result | Can be able to identified workplace procedures for receipt of stocks/goods;   * Identified workplace documentation requirements for the receipt of stocks/goods and reporting of damage * Followed work procedure in receiving stocks/goods * Checked and reported discrepancies and/or damaged stocks/goods * Used safe work procedures when unloading, unpacking and storing stocks/good * Has skills in using tools & materials handling equipment for warehousing services * Has skills in keeping and moving of goods/products * Awareness on QC and OH&S in the process |
| Contents | * 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 * 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 * 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 OH&S and environmental protection procedures and guidelines * Specifications and standards for the checking and inspection of received goods * Housekeeping standards procedures required in the workplace |
| Resource Implications | * 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 * 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 OH&S standards * Estimating the size, shape and special requirements of stocks/goods and loads * 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 * Reading and interpreting instructions, procedures, information, labels and signs relevant to unloading and unpacking of stocks/goods |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * Identified workplace procedures for receipt of stocks/goods * Identified workplace documentation requirements for the receipt of stocks/goods and reporting of damage * Followed work procedure in receiving stocks/goods * Checked and reported discrepancies and/or damaged stocks/goods * Used safe work procedures when unloading, unpacking and storing stocks/good * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |
| Method of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |

1. Training Module 2/6 of Core Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 2 | Store keeping stocks/goods |
| Description | 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. |
| Periods | 80 Hours |
| Performance Result | Can be able to identified and categorized products in terms of specified criteria and in accordance with workplace procedures;   * Determined locations for products based on specified criteria * Completed relevant documentation in accordance with workplace procedures * Identified and evaluated resources used to transfer different products * Supported work in receiving and dispatch areas by identification and reporting of variances * Sorted, assembled, and consolidated products in the appropriate storage areas * Documentation and recording are completed in accordance with workplace procedures * Has skills in using tools & materials handling equipment for warehousing services * Has skills in keeping and moving of goods/products * Awareness on QC and OH&S in the process |
| Contents | * 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 * Method of determining locations for products based on specified criteria * Strategies of identifying products, handling and storage requirements * Types of equipment and storage areas appropriate for different types of goods * 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 * 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 |
| Resource Implications | * 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 * Determining locations for products based on specified criteria * Using labels, inventory systems and other information sources to assist in the identification of products, handling and storage requirements * 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 * 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 |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * Identified and categorized products in terms of specified criteria and in accordance with workplace procedures * Determined locations for products based on specified criteria * Completed relevant documentation in accordance with workplace procedures * Identified and evaluated resources used to transfer different products * Supported work in receiving and dispatch areas by identification and reporting of variances * Sorted, assembled, and consolidated products in the appropriate storage areas * Documentation and recording are completed in accordance with workplace procedures * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |
| Method of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |

1. Training Module 3/6 of Core Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 3 | Pick stocks/goods |
| Description | 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/LIFO, Checking for damages, identifying stock discrepancies, reporting and coordinating stock status and completing all required documentation |
| Periods | 80 Hours |
| Performance Result | Can be able to identified goods to be counted and appropriate picking systems;   * Identified required resources including equipment and record keeping in picking goods/stock * Undertaking goods/stocks picking and inventory updates in accordance with enterprise policies and procedures * Interpreting and confirming goods/stocks identity and location * Checking and verifying goods/stocks status and availability * Reconciling picking discrepancy against goods/stock status and availability * Completing workplace documentation requirements * Has skills in using tools & materials handling equipment for warehousing services * Has skills in keeping and moving of goods/products * Awareness on QC and OH&S in the process |
| Contents | * Methods of identifying goods as per picking or order slipware identified * Quantity of goods/stocks to be picked are determined * Knowledge in terming time and date of delivery * 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 goods/stock accuracy and discrepancy * Workplace processes for records management in updating stock inventory reports * 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 for coordinating and updating warehouse/ goods/stocks shelf life and storage status * Methods in monitoring and checking warehouse goods/stocks as per FIFO/FEFO/LIFO principles. * 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 * Workplace damage documentation/report * Procedure in identifying discrepancy based on the order slip/pick list against goods/stocks status/ availability * 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 |
| Resource Implications | * 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 * Undertaking stocktaking and picking SOPs * Following product specification * Confirming, verifying and matching goods/stocks * Documenting stock levels accurately and discrepancy * Reading and interpreting instructions, procedures and labels relevant picking goods/stocks takes * 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 * Taking necessary action to rectify nearly expired warehouse goods/stocks * Executing warehouse procedures to address nearly expired goods/stocks * Perform communication and coordination procedures to update goods/stock inventory records * Monitoring and checking warehouse goods/stock as per FIFO/FEFO/LIFO practices * 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 * Identifying discrepancy based on the order slip/pick list against goods/stock status/availability * 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 |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * Identified goods to be counted and appropriate picking systems * Identified required resources including equipment and record keeping in picking goods/stock * Undertaking goods/stocks picking and inventory updates in accordance with enterprise policies and procedures * Interpreting and confirming goods/stocks identity and location * Checking and verifying goods/stocks status and availability * Reconciling picking discrepancy against goods/stock status and availability * Completing workplace documentation requirements * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |
| Method of Assessment | Competency in this unit MUST be assessed through:   * Written test * Direct observation and oral questioning |

1. Training Module 4/6 of Core Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 4 | Dispatch stocks/goods |
| Description | 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. |
| Periods | 80 Hours |
| Performance Result | Can be able to interpreted order request and consignment note documentation;   * Identified products on order. * Selected and checked goods for issuance against product knowledge, labels, and other identification methods * Sorted, assembled, and consolidated products * Secured and placed orders in storage zones in accordance with schedule * Checked load labels and documentation and organized loading in accordance with workplace procedures * Completed workplace records, and attached labels and appropriate issuance documentation * Has skills in using tools & materials handling equipment for warehousing services * Has skills in keeping and moving of goods/products * Awareness on QC and OH&S in the process |
| Contents | * 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 OH&S regulations and timeframe for the issuance * Regulations relevant to dispatch operations, including relevant bond, quarantine, or other legal requirements * Relevant OH&S and environmental protection procedures and guidelines * Workplace procedures and policies for issuing operations * 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 OH&S and environmental protection procedures and guidelines * Workplace procedures and policies for issuing operations * Ways of completing, workplace records and labels and attaching appropriate issuance documentation * Procedure of checking load labels and documentation and organizing loading in accordance with workplace procedures * 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 OH&S 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 |
| Resource Implications | * 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 * 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 * Completing workplace records and labels and attaching appropriate issuance documentation * Checking load labels and documentation, and organizing loading in accordance with workplace procedures * 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 OH&S standards |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * interpreted Order request and consignment note documentation * Identified products on order * Selected and checked goods for issuance against product knowledge, labels, and other identification methods * Sorted, assembled, and consolidated products * Secured and placed orders in storage zones in accordance with schedule * Checked load labels and documentation and organized loading in accordance with workplace procedures * Completed workplace records, and attached labels and appropriate issuance documentation * Competency may be assessed on the job or simulated environment. * Assessment shall be observed while tasks are being undertaken whether individually or in group * Assessment must be undertaken in accordance with Lao PDR CBT assessment guidelines |
| Method of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |

1. Training Module 5/6 of Common Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 5 | Pack stocks/goods |
| Description | 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. |
| Periods | 80 Hours |
| Performance Result | Can be able to interpreted Packaging specifications and order of packaging documentation;   * Selected appropriate packaging technology suitable for the goods to be packed * Identified and matched packaging materials to specifications * Packed and wrapped goods/products in accordance to packaging specifications and order packaging requirements * Packed and wrapped goods/products in accordance with OH&S requirements * Identified workplace labeling standards * Utilized appropriate goods handling, labeling, and other identification symbols * Completed workplace documentation * Has skills in using tools & materials handling equipment for warehousing services * Has skills in keeping and moving of goods/products * Awareness on QC and OH&S in the process |
| Contents | * 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 * 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 * Label packed goods/ products * Workplace labeling standards are identified * Appropriate goods handling, labeling and other identification symbols are utilized * Invoices and picking slips are attached (where required) * Workplace documentation is completed Means of identifying workplace labeling standards * Method of utilizing appropriate goods handling, labeling and other identification symbols * 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 |
| Resource Implications | The following resources should be provided:   * + Workplace location   + Materials relevant to the unit of competency   + Technical plans, drawings and specifications relevant to the activities |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * Interpreted Packaging specifications and order of packaging documentation * Selected appropriate packaging technology suitable for the goods to be packed * Identified and matched packaging materials to specifications * Packed and wrapped goods/products in accordance to packaging specifications and order packaging requirements * Packed and wrapped goods/products in accordance with OH&S requirements * Identified workplace labeling standards * Utilized appropriate goods handling, labeling, and other identification symbols * Completed workplace documentation |
| Method of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |

1. Training Module 6/6 of Common Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 6 | Operate and maintain manual material handling equipment |
| Description | 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. |
| Periods | 80 Hours |
| Performance Result | Can be able to operate tools and material handling equipment in accordance with manufacturer and workplace operating instructions;   * Made necessary adjustments to equipment according to manufacturer instructions to ensure efficient operation * Used appropriate personal protective equipment to minimize the risk of injury to operator * Equipment is cleaned and maintained in accordance with manufacturer specifications to ensure optimum functionality * Has skills in using tools & materials handling equipment for warehousing services * Has skills in keeping and moving of goods/products * Awareness on QC and OH&S in the process |
| Contents | * 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 * Manner of appropriately using personal protective equipment * Methods of eliminating or controlling work hazards * 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 * Process of cleaning and maintaining equipment * System maintaining detailed and accurate records * 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 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 * 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 |
| Resource Implications | The following resources should be provided:   * + Workplace location   + Materials relevant to the unit of competency   + Technical plans, drawings and specifications relevant to the activities |
| Training Method | * Lecture * Demonstrate * Practice in the Laboratories/Workshop |
| Criteria of Assessment | Assessment requires evidence that the candidate:   * + Operated material handling equipment in accordance with manufacturer and workplace operating instructions   + Made necessary adjustments to equipment according to manufacturer instructions to ensure efficient operation   + Used appropriate personal protective equipment to minimize the risk of injury to operator   + Equipment is cleaned and maintained in accordance with manufacturer specifications to ensure optimum functionality |
| Method of Assessment | Competency in this unit must be assessed through:   * Written test * Direct observation and oral questioning * Demonstration with questioning * Interview |

**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 LEVEL 2**.

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

**3.1 CURRICULUM DESIGN**

LAO’S TVET 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 NLVQF Level: 2**

**TVET Course Duration:** 10 Months (40 weeks)

**Nominal Training Duration:** 160 Hours for Theory (4 hours/week)

960 Hours for Practical (24 hours/week)

**Total:** 1,120 Hours

**Course Description:**

This course is designed to enhance the knowledge, skills and attitude of **WAREHOUSING SERVICES LEVEL 2** 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.

**3.2 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.
2. 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)
3. Training delivery is learner-centered and should accommodate individualized and self-paced learning strategies;
4. Training can be done on an actual workplace setting, simulation of a workplace and/or through adoption of modern technology (Video Conferencing, Webinar, etc.).
5. Assessment is based in the collection of evidence of the performance of work to the industry required standards;
6. 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.
7. Training program allows for recognition of prior learning (RPL) or current competencies;
8. Training completion is based on satisfactory performance of all specified competencies.
9. 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:
   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 Vocation Training (DVT) System / 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 DVT system and the LAO’S TVET Guidelines on the DTP;

* + - 1. Enterprise-Based:
* **Formal Apprenticeship** – Training within employment involving a contract between an apprentice and an enterprise on an approved apprenticeable occupation.
* **Informal Apprenticeship** - is based on a training (and working) agreement between an apprentice and a master craftsperson wherein the agreement may be written or oral and the master craftsperson commits to training the apprentice in all the skills relevant to his or her trade over a significant period of time, usually between one to four years, while the apprentice commits to contributing productively to the work of the business. Training is integrated into the production process and apprentices learn by working alongside the experienced craftsperson.
* **Enterprise-based Training-** where training is implemented within the company in accordance with the requirements of the specific company. Specific guidelines on this mode shall be issued by the LAO’S NTC-PO Secretariat.

**3.3 TRAINEE ENTRY REQUIREMENTS**

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

* Must have finished year 9 of basic education or higher.
* Must be able to communicate in Laos and basic English language both oral and written
* Must be able to perform basic mathematical computation

**3.4 TOOLS AND EQUIPMENT LIST OF TOOL, EQUIPMENT AND MATERIALS**

List of tools, equipment and materials for the training laboratories of a maximum of 20 trainees for **WAREHOUSING SERVICES LEVEL 2** are as follows:

|  |  |
| --- | --- |
| **Laboratory/Workshop** | **List of Equipment/Material** |
| 1. Logistics IT Laboratory | * 40 Sets of Desk Top Computer + 1 Set for teacher plus printer and projector/table/chair * 1 Software Program for Logistics – Inventory Management (cover 41 station) * 1 Software Program for Warehousing Management (cover 41 station) * 1 Software Program for Logistics Accounting (cover 41 station) * 1 Software Program for Logistics Taxation (cover 41 station) |
| 1. Warehousing & Distribution Centre Workshop | * 10 Sets of Training Station (storage/cabinet/shelf/table/chair) * 1 Set of Central Shelf & Safety Equipment * 1 Set of Teacher Control Station (60x120x70 c.m.)+Computer & Printer/table/chair ) * 1 Set of Storage Cabinet ((Size: 40x120x80 c.m.) * 1 Set of White Board + Projector Screen |
| 1. Logistics Advance Technology Laboratory | * 10 Sets of Training Station (Size: 60x120x70 c.m. /table/chair) * 1 Set of Logistics Integrated Training Station (Size: 120x240x70 c.m.) * 1 Set of Teacher Control Station (60x120x70 c.m.)+Computer & Printer/table/chair) * 1 Set of Storage Cabinet ((Size: 40x120x80 c.m.) * 1 Set of White Board + Projector Screen |
| 1. Retails Shop Demonstration Model for Logistics Management | * Complete Set of Retails System (Inventory Management, Coding/Labeling, Storage, Load/Unload, Security, Digital Counter Service System, Digital Financial & Accounting System) |
| 1. Books/VCD/DVD | * Logistics Services * Supply Chain Management * Transportation * International Commerce * Warehousing Management * DC Management * Packaging * Freight Business Management * Food Storage & Delivery * Handling & Conveying Technique * ICD Management * Import-Export Business * Etc. |

**3.5 TRAINING FACILITIES**

The areas indicated here are indicative for a laboratory/workshop size of 20 trainees. For a smaller class size, they may be reduced, provided that there should be at least 2.0 sq. m. or more space per trainee.



**3.6 TRAINER’S QUALIFICATIONS FOR WAREHOUSING SERVICES LEVEL 2**

* Must be finished year 9 or;
* Holder of Certificate Level I in Warehousing STAFF I or;
* Must have at least 2 years relevant warehousing industry experience.
* Must have attended relevant training and seminars on warehousing operations.
* Must be computer literate.
* Must be able to communicate in Laos and Basic English.

**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.

**PART 3.**

**Guide For Learning and Teaching**

**Certificate level 2 in Warehousing sERVICES**

**Logistics Trades & Warehousing sector**

**Sample for Basic Competencies Module**

**Guide for Learning & Teaching Material-Module 1/5 Participate in workplace communication**

| **Unit of Competency** | **Learning Outcomes** | **Learning Activities** | **Methodology** | **Assessment Approach** | **Nominal Duration** |
| --- | --- | --- | --- | --- | --- |
| 1. Participate in workplace communication | 1.1 Obtain and convey workplace information | * Describe Organizational policies | * Group discussion | * Oral evaluation | 4 Hours |
|  |  | * Read: * Effective communication | * Lecture | * Written examination |  |
|  |  | * Written communication |  |
|  |  | * Communication procedures and systems |  |
|  |  | * Identify: * Different modes of communication |  |
|  |  | * Medium of communication |  |
|  |  | * Flow of communication |  |
|  |  | * Available technology relevant to the enterprise and the individual’s work responsibilities |  |
|  |  | * Prepare different Types of question | * Demonstration | * Observation |  |
|  |  | * Gather different sources of information |  |
|  |  | * Apply storage system in establishing workplace information |  |
|  |  | * Demonstrate Telephone courtesy |  |
|  | 1.2 Complete relevant work related documents | * Describe Communication procedures and systems | * Group discussion | * Oral evaluation |  |
|  |  | * Read: * Meeting protocols | * Lecture | * Written examination |  |
|  |  | * Nature of workplace meetings | * Written examination |  |
|  |  | * Workplace interactions |  |  |
|  |  | * Barriers of communication |  |  |
|  |  | * Complete work related documents | * Demonstration | * Observation |  |
|  |  | * Read instructions on work related forms/documents | * Lecture | * Written examination |  |
|  |  | * Practice: |  |  |  |
|  |  | * Estimate, calculate and record routine workplace measures | * Demonstration | * Observation |  |
|  |  | * Basic mathematical processes of addition, subtraction, division and multiplication |  |  |  |
|  |  | * Demonstrate office activities in: * workplace meetings and discussions scenario | * Role play | * Oral evaluation * Observation |  |
|  |  | * Perform workplace duties scenario following simple written notices | * Role play | * Oral evaluation * Observation |  |
|  |  | * Follow simple spoken language | * Demonstration | * Observation |  |
|  |  | * Identify the different Non-verbal communication | * Lecture | * Written examination |  |
|  |  | * Demonstrate ability to relate to people of social range in the workplace | * Demonstration | * Observation |  |
|  |  | * Gather and provide information in response to workplace requirements |  |
|  | 1.3 Participate in workplace meeting and discussion | * Identify: * types of workplace documents and forms | * Lecture | * Written examination |  |
|  |  | * kinds of workplace report |  |  |  |
|  |  | * Available technology relevant to the enterprise and the individual’s work responsibilities |  |  |  |
|  |  | * Read and follow instructions in applying basic mathematical concepts |  |  |  |
|  |  | * Follow simple spoken language | * Demonstration | * Observation |  |
|  |  | * Demonstrate ability to relate to people of social range in the workplace | * Demonstration | * Observation |  |
|  |  | * Gather and provide information in response to workplace requirements |  |  |  |

**Sample for Common Competencies Module**

**Guide for Learning & Teaching Material-Module 1/8 Apply warehousing operations and workplace procedures**

| **Unit of Competency** | **Learning Outcomes** | **Learning Activities** | **Methodology** | **Assessment Approach** | **Nominal Duration** |
| --- | --- | --- | --- | --- | --- |
| 1. Apply warehousing operations and workplace procedures | 1. Identify major areas of the workplace | * Describe:   + workplace procedures and standards and duty of care requirements including OH&S and environmental protection responsibilities | * Group discussion | * Oral evaluation | 16 hours |
|  |  | * + conditions of service including: employer and employee obligations, employment contract, OH&S and other regulations |  |
|  |  | * + Emergency procedures |  |  |  |
|  |  | * Prepare site or workplace layout | * Demonstration | * Observation |  |
|  |  | * Read and interpret instructions, procedures, information and signs relevant to work activities | * Self-learning | * Written Test |  |
|  |  | * Read workplace structures and the roles and responsibilities of team/ group members |  |
|  |  | * Interpret and follow operational instructions and prioritize work | * Demonstration | * Observation |  |
|  |  | * Identify and correctly use equipment, processes and procedures |  |
|  |  | * Select and use required personal protective equipment conforming to industry and OH&S standards | * Demonstration | * Observation |  |
|  |  | * Prepare personal protective equipment and read instructions of its use |  |
|  |  | * Apply precautions and required action to minimize, control or eliminate hazards that may exist during work activities |  |
|  |  | * Practice in-house safety procedures on emergency and workplace hazards and related hazard minimization | * Role Play | * Observation |  |
|  |  | * Demonstrate ability to:   + work collaboratively with others in completing workplace orientation and induction procedures | * Demonstration | * Observation |  |
|  |  | * + work systematically with required attention to detail without injury to self or others, or damage to goods or equipment |  |
|  | 1. Organize and accept responsibility for own workload | * Describe   + enterprise work guidelines, directions or instructions | * Group discussion | * Oral evaluation |  |
|  |  | * Read work planning and method of communicating work progress to others | * Self-learning | * Written Test |  |
|  |  | * Identify ways of establishing priorities and deadlines | * Lecture | * Written examination |  |
|  |  | * Demonstrate ability to   + plan and communicate work progress to others | * Demonstration | * Observation |  |
|  |  | * + 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 |  |
|  | 1. Apply ethical practices | * Describe:   + workplace procedures, regulations and legislation | * Group discussion | * Oral evaluation |  |
|  |  | * + Enterprise policy on commitments and undertakings to clients, colleagues and supervisors are met |  |
|  |  | * + Workplace security policies |  |
|  |  | * Read and follow workplace procedures, regulations and legislation | * Self-learning | * Written Test |  |
|  |  | * Read codes company ethics | * Self-learning | * Written Test |  |
|  |  | * Apply appropriate codes of acceptable and ethical work practices | * Demonstration | * Observation |  |
|  |  | * Identify techniques of maintaining company confidentiality | * Lecture | * Written examination |  |
|  |  | * Apply enterprise policy on commitments and undertakings to clients, colleagues and supervisors | * Demonstration | * Observation |  |
|  | 1. Plan and organize a personal daily routine | * Describe company standard time and other performance measures of work activities | * Group discussion | * Oral evaluation |  |
|  |  | * Identify   + techniques of clarifying requirements of tasks | * Lecture | * Written examination |  |
|  |  | * + ways of planning daily routine to take into account rosters, industrial agreements and workplace procedures |  |
|  |  | * Select requirements of tasks appropriate to work activity | * Demonstration | * Observation |  |
|  |  | * Follow tasks agreeing achievable time and other performance measures |  |
|  |  | * Prepare daily routine plan taking into account rosters, industrial agreements and workplace procedures | * Demonstration | * Observation |  |

**Sample for Core Competencies Module**

**Guide for Learning & Teaching Material-Module 1/6 Receive stocks/goods**

| **Unit of Competency** | **Learning Outcomes** | **Learning Activities** | **Methodology** | **Assessment Approach** | **Nominal Duration** |
| --- | --- | --- | --- | --- | --- |
| 1. Receive stocks/goods | * 1. Identify workplace procedures and documentation requirements for the receipt of stock/good | * 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- | * Lecture | * Written Examination | 16 hours |
|  |  | * 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- | * Group Discussion | * Oral evaluation |  |
|  |  | * Identify workplace procedures for receipt of stocks/goods | * Lecture | * Written examination |  |
|  |  | * Read workplace procedures and policies for the receiving of stocks/goods | * Self-learning | * Written Test |  |
|  |  | * Identify workplace documentation requirements for the receipt of stocks/goods and reporting of damage | * Lecture | * Written Examination |  |
|  |  | * Identify problems that may occur when receiving stocks/goods and appropriate action that can be taken to resolve the problems |  |
|  |  | * Describe documentation requirements for the receiving of stocks/goods | * Group Discussion | * Oral evaluation |  |
|  |  | * Select procedures for receipt of stocks/goods in the workplace | * Demonstration | * Observation |  |
|  |  | * Select and use relevant stocks/load handling equipment when receiving goods | * Lecture | * Written Examination |  |
|  |  | * Perform workplace documentation requirements for the receipt of stocks goods and reporting of damage | * Demonstration | * Observation |  |
|  |  | * Accomplish damage report |  |
|  |  | * Read and interpret instructions, procedures, information, labels and signs relevant to receiving stocks/ goods | * Self-learning | * Written Test |  |
|  |  | * Estimate the size, shape and special requirements of stocks/goods and loads | * Lecture | * Written Examination |  |
|  |  | * Explain the required information, labels and signs relevant to receiving stocks/goods | * Lecture | * Written Examination |  |
|  |  | * Report and/or rectify any problems when receiving stocks/goods in accordance with regulatory requirements and workplace procedures | * Demonstration | * Observation |  |
|  |  | * Observe OH&S in performing activities in the workplace |  |
|  |  | * Select and use required personal protective equipment conforming to industry and OH&S standards |
|  | * 1. Check and inspect stocks/goods on arrival and complete workplace documentation | * Identify workplace documentation requirements for the receipt of stocks/ goods | * Lecture | * Written Examination |  |
|  | * Identify methods and procedures for checking of stocks/goods in comparison with orders or manifests |  |
|  | * Apply procedures for checking of stocks/goods | * Demonstration | * Observation |  |
|  |  | * Read and interpret instructions, procedures, information, labels and signs relevant to receiving goods |
|  |  | * Follow procedures for documenting and dispatching or storing a non-conforming stocks/goods |
|  |  | * Check and report discrepancies and/or damaged of stocks/ goods |
|  |  | * Prepare discrepancy report |
|  |  | * Communicate effectively with others when receiving goods |
|  |  | * Document and dispatch or store a non-conforming stocks/goods |
|  | * 1. Unload and unpack stocks/goods. | * Identify methods of unloading and unpacking stocks/goods in accordance with workplace procedures | * Lecture | * Written Examination |  |
|  |  | * Select appropriate manual handling techniques in unloading and unpacking stocks/goods in accordance with workplace procedures | * Demonstration | * Observation |  |
|  |  | * Follow specifications and standards for the checking and inspection of received goods |  |  |  |
|  |  | * Check and inspect received goods |  |  |  |
|  |  | * Read and interpret instructions, procedures, information, labels and signs relevant to unloading and unpacking of stocks/goods | * Self-learning | * Written Test |  |
|  |  | * Coordinate with others to maintain safe and effective work | * Demonstration | * Observation |  |
|  |  | * Apply safe working procedures when unloading, unpacking and storing stocks/goods |  |
|  |  | * Apply OH&S & and environmental protection procedures and guidelines in unloading, unpacking and storing stock |
|  |  | * Apply 5s/housekeeping standards procedures required in the workplace |

**SECTION 4 ASSESSSMENT AND CERTIFICATION ARRANGEMENT**

*Competency Assessment* is the process of collecting evidence and making judgments whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform 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 asSESSMENTAND CERTIFICATION ARRANGEMENTS**

* + 1. To attain the National Qualification of **WAREHOUSING SERVICES LEVEL 2**, 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 LAO’S TVET Director General.
    2. The qualification of **WAREHOUSING SERVICES LEVEL 2** may be attained through -
       1. Accumulation of Certificates of Competency (COCs) in the following areas
       2. Receiving stocks/goods and Storing stocks/goods (Warehouse Checker)
       3. Picking stocks/goods (Warehouse Picker)
       4. Issuing/dispatching stocks/goods (Dispatcher)
       5. Packing stocks and goods (Warehouse Packer)
       6. Operating and maintaining manual handling equipment (Material Handler)
    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. 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**

* + 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:

1. Identify the candidate’s skills and knowledge
2. Highlight gaps in candidate’s skills and knowledge
3. Provide critical guidance to the assessor and candidate on the evidence that need to be presented
4. Assist the candidate to identify key areas in which practice is needed or additional information or skills that should be gained prior `
   * 1. Accredited Assessment Center. Only Assessment Center accredited by LAO’S TVET is authorized to conduct competency assessment. Assessment centers undergo a quality assured procedure for accreditation before they are authorized by LAO’S TVET to manage the assessment for National Certification.
     2. 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 LAO’S TVET to assess the competencies of candidates for National Certification.

**ANNEX A**

**COMMON**

**COMPETENCIES**

Demonstrate Positive Work Values

Receive Stocks/Goods

**CORE**

**COMPETENCIES**

Apply Knowledge in Warehouse Operations

Pick stocks/goods

Store Stocks/Goods

Pack Goods/ Products

Issue/Dispatch Stocks/Goods

Operate and Maintain Manual Material Handling Equipment

Perform Workplace Security and Safety

Provide Effective Customer Service

Perform Industry Calculation in Warehousing Operations

Perform Computer Operation

Maintain and Use Hand Tools

Follow Specifications and Manuals of Instructions

Contribute to Quality System

Practice Environmental Protection

Practice Housekeeping Procedures

**BASIC COMPETENCIES**

Respond to Workplace Communication

Work with Others

**COMPETENCY MAP FOR CERT.2 IN WAREHOUSING SERVICES**

**Logistics Trade & Warehousing Services Sector**

**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 |
| **FEFO** | First Expire, First Out. Goods/items that are short life 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 Health and Safety Administration (OH&SA), 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. |
| **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 arrange in 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. |
| **NTC-PO** | National Training Council – Permanent Office |
| **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 |
| **OH&S** | Occupational Health and Safety |
| **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](http://en.wikipedia.org/wiki/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. |

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*