

**FINAL REPORT**

**FOR**

**Certificate level 1 in Warehousing staff**

**Logistics Trades & Warehousing sector**

**PART 1. SKILLS STANDARD**

**PART2. Curriculum Standard**

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

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

**(SSTVET)**

**Vientiane, Lao PDR**

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**PART 1.**

**SKILLS/COMPETENCY STANDARD**

**Certificate level 1 in Warehousing staff**

**Logistics Trades & Warehousing sector**

FOREWORD

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.

PROJECT TITLE

Second Strengthen Technical Vocational Education & Training (SSTVET) Project in LAO PDR

PROJECT DONOR & NUMBER: ADB Grant No. 0503-LAO

PURPOSE OF THIS COMPETENCY STANDARD

The Purpose of the Competency Standard for the Warehousing Staff Level 1 is to provide a framework for Competency-Based Training (CBT) Programs resulting in Warehousing Staff Level 1 to support the Logistics trade and Warehousing Sector in Lao PDR.

The Warehousing Staff Level 1 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 30-11-2015This Competency, Standards/ Qualification of Warehousing Staff Level 1 provide a structured occupational outcome for domestic & commercial.

Job description

This qualification covers the skills and knowledge in Basic, Common & Core Competencies required by the Logistics trade and Warehousing Sector in Lao PDR for Warehousing Staff Level 1 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 I in Lao PDR.

Person deemed competent in this qualification:

* has theoretical knowledge in Warehousing Staff Level 1 qualification
* has a range of well-developed skills in Warehousing Staff Level 1 to perform basic standard operation in the warehouse
* using basic tools and 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

Job roles/employment outcomes

The Certificate Level I in Warehousing Staff Level 1 is intended to prepare new employees or recognize and develop existing workers who are performing basic operation in the warehouse individually and team operation.

Application

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;Certificate of Warehousing Staff Level 1**.** It should be noted that a qualification with a specialization does not change the title of the qualification

CAREER PATH INFORMATION

This qualification may be accessed by direct entry. Credit will be granted towards this qualification to those who have completed Grade 9 or higher in Secondary Education under Laos Educational System and/or having work experiences in Logistics trade or related industries.

CAREER PATH FROM THE QUALIFICATION

Further training pathways from this qualification are Certificate II to III or higher within the Logistics trade TVET curricula qualification.

OUTLINE OF THIS COMPETENCY STANDARD

This Competency Standard contains *Units of Competency* as detailed within. These Units form the basis for CBT Learning Program for Logistics trade and Warehousing Sector. Each Unit contains the required Elements of Competency.

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.

This Competency Standard is structured in line with the approved Manual for Developing Competency Standards, developed as a part of the SSTVETP program.

**SKILLS/COMPETENCY STANDARD ANALYSIS**

**BASIC UNITS OF COMPETENCY**

**UNIT 1: RESPOND TO WORKPLACE COMMUNICATION**

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| 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**

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| --- | --- | --- | --- |
| 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**

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| --- | --- |
| 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**

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| --- | --- | --- | --- |
| 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**

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| --- | --- |
| 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**

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| --- | --- |
| 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 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/behaviour |
| 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**

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| --- | --- | --- | --- |
| 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**

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| --- | --- |
| 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**

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| --- | --- |
| 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**

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| --- | --- | --- |
| 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**

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| 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**

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| --- | --- |
| 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: 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**

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| 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 2: 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 3 PROVIDE EFFECTIVE CUSTOMER SERVICE**

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| --- | --- |
| 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 4 CONTRIBUTE TO QUALITY SYSTEMS**

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| 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**

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| --- | --- |
| 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 |

**CORE COMPETENCIES**

**UNIT 1 RECEIVE STOCKS/GOODS**

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| 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**

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| --- | --- |
| 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**

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| --- | --- |
| 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**

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| --- | --- |
| 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**

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| --- | --- |
| 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**

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| --- | --- |
| 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**

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| 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 |

**PART 2.**

**CURRICULUM STANDARD**

**Certificate level 1 in Warehousing staff**

**Logistics Trades & Warehousing sector**

**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 STAFF LEVEL I**.

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

**CURRICULUM DESIGN**

LAO’S TVET shall provide the training on the development of competency-based curricula to enable training providers develop their own learning & teaching materials 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 STAFF NLVQF Level: 1**

**TVET Course Duration:** 3 Months (12 weeks)

**Nominal Training Duration:** 40 Hours for Theory (4 hours/week)

420 Hours for Practical (30-35 hours/week)

**Total:** 420 Hours

**Course Description:**

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

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 Staff Level 1 is to provide a framework for Competency-Based Training (CBT) Programs resulting in **warehousing staff** to support the Logistics trade and Warehousing Sector in Lao PDR.

The Warehousing Staff Level 1 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 Staff Level 1 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 Staff Level 1 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 I 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 Staff Level 1**.** 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 II to III 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 1 in Warehousing Staff 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 Staff in accordance to the requirement of related industries in Lao PDR.
2. To practice the performance experience in Warehousing Staff for the trainee.
3. To improve awareness in team work, and Occupational Health & Safety of the trainee prior to work as a Warehousing Staff.
4. Occupational Standard:

Person deemed competent in this qualification:

1. has theoretical knowledge in Warehousing Staff Level1
2. has a range of well-developed skills in Warehousing Staff Level1 **qualification** to perform basic standard operation in the warehouse
3. using basic tools and equipment 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 1 in Warehousing Staff
   2. Major: Logistics Trade and Warehousing Services Sector
   3. Department: Business Administration
8. Certification: TVET Certificate Level 1
9. TVET Certification: Certificate Level 1 in Warehousing Staff
10. Outcomes:

Person deemed competent in this qualification:

1. has theoretical knowledge in Warehousing Staff Level1 qualification
2. has a range of well-developed skills in Warehousing Staff Level1 **qualification** to perform basic standard operation in the warehouse
3. using basic tools and equipment 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 3 months or 12 weeks.
7. The period of training must be 420 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 1 in Warehousing Staff.
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 | 12 | 118 | 130 |
| 3 | Core Competency Units | 12 | 118 | 130 |
| Total | | 40 | 380 | 420 |
| % | | 10% | 90% | 100% |

1. Jobs Analysis Sheets

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Duties | Tasks | | | |
| Warehouse Staffing | 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 |  | * Put-away/ store stocks/goods | * Checks warehouse goods/stock for damages during picking process |  |
| * Quality Control and Report. |  |  | * Identify goods/stock discrepancies, report and coordinate stock status/availability |  |

1. Training Course Structure: Certificate Level 1 in Warehousing Staff.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Modules | No. | Months | 3 | | Total Hours |
| Weeks | 12 | |
| Contents of Theory & Practice | Theory | Practice |
| Basic Competencies | 1 | Respond to Workplace Communication | 4 | 28 | 32 |
| 2 | Work with Others | 3 | 28 | 31 |
| 3 | Demonstrate Positive Work Values | 3 | 28 | 31 |
| 4 | Practice Housekeeping Procedures | 3 | 30 | 33 |
| 5 | Practice Environmental Protection | 3 | 30 | 33 |
| Total | | 16 | 144 | 160 |
| Common Competencies | 1 | Perform Workplace Security and Safety | 3 | 28 | 31 |
| 2 | Follow Specifications and Manuals of Instructions when Storing Products | 3 | 30 | 33 |
| 3 | Provide Effective Customer Service | 3 | 30 | 33 |
| 4 | Contribute to Quality Systems | 3 | 30 | 33 |
| Total | | 12 | 118 | 130 |
| Core Competencies | 1 | Receive stocks/goods | 3 | 28 | 31 |
| 2 | Store keeping stocks/goods | 3 | 30 | 33 |
| 3 | Pick stocks/goods | 3 | 30 | 33 |
| 4 | Dispatch stocks/goods | 3 | 30 | 33 |
| Total | | 12 | 118 | 130 |
|  | 1 | Theory & Practice | 40 | 380 | 420 |
| 2 | Total Hours | 420 | |  |
| 3 | % | 10% | 90% | 100% |

1. Training Course Details

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Components | | | Descriptions | | | |
| Course Title: | | | Certificate Level 1 in Warehousing Staff | | | |
| Course Duration: | | | 420 Hours | | | |
| Course Description: | | | Study and practice about goods/materials handling or movement in Warehousing Services of Logistics industry, basic performance tasks of the keys process such as;   * Receive stocks/goods * Store keeping stocks/goods * Pick stocks/goods * Dispatch stocks/goods   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 Staff Level1 qualification * has a range of well-developed skills in Warehousing Staff Level1 qualifications to perform basic standard operation in the warehouse * using basic tools and 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 | | | |
| Course Structure | | | | | | |
|  | 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. | 32 |
| 2 | Work with Others | | | Work with Others | * Develop effective workplace relationship * Contribute to work group activities | 31 |
| 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 | 33 |
| 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 | 33 |
| 5 | Practice Environmental Protection | | | Practice Environmental Protection | * Show awareness with guidelines for environmental concerns | 33 |
| 6 | 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 | 31 |
| 7 | 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 | 33 |
| 8 | Provide Effective Customer Service | | | Provide Effective Customer Service | * Deal with customer inquiries * Monitor customer satisfaction | 33 |
| 9 | Contribute to Quality Systems | | | Contribute to Quality Systems | * Apply quality concepts * Test and evaluate improvements * Implement improvements | 33 |
| 10 | 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 | 31 |
| 11 | 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 | 33 |
| 12 | 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 | 33 |
| 13 | Dispatch stocks/goods | | | Dispatch stocks/goods | * Analyze order to identify requirements * Follow workplace order picking processes to prepare goods for issuance * Issue stocks/goods | 33 |
| 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 | | | | |
| 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 | | | | |
| 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 | 32 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 |
| 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 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 | 31 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 |
| 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 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 | 31 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. |
| 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 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 | 33 Hours |
| Performance Result | Can be able to practice the basic procedures of 5S which can be measure in the real situation of the workplace. |
| Contents | * 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 * 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 * 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 | 33 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. |
| 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 * 5S 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 4 Modules**

1. Training Module 1/4 of Common Competencies

|  |  |
| --- | --- |
| Components | Details |
| Module 1 | 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 | 31 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 2/4 of Common Competencies

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| --- | --- |
| Components | Details |
| Module 2 | 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 | 33 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 3/4 of Common Competencies

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| --- | --- |
| Components | Details |
| Module 3 | 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 | 33 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 4/4 of Common Competencies

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| --- | --- |
| Components | Details |
| Module 4 | 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 | 33 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 |

**Core Competencies 4 Modules**

1. Training Module 1/4 of Core Competencies

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| --- | --- |
| 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 | 31 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 skill in using basic tools & equipment for warehousing services * Has skill in receive, keeping store, pick stock, issuance, dispatch goods/products |
| 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 2/4 of Core Competencies

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| --- | --- |
| 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 | 33 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 skill in using basic tools & equipment for warehousing services * Has skill in receive, keeping store, pick stock, issuance, dispatch goods/products |
| 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 3/4 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 | 33 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 skill in using basic tools & equipment for warehousing services * Has skill in receive, keeping store, pick stock, issuance, dispatch goods/products |
| 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 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 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 4/4 of Core Competencies

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| --- | --- |
| 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 | 33 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 skill in using basic tools & equipment for warehousing services * Has skill in receive, keeping store, pick stock, issuance, dispatch goods/products |
| 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 |

**PART 3.**

**Guide For Learning and Teaching**

**Certificate level 1 in Warehousing staff**

**Logistics Trades & Warehousing sector**

**Sample for Forklift Operator Intensive Training Module**

**(12 hrs.)**

**Course Description:**

Goods/materials handling or movement in Logistics industry is the key common task of all process, this training course will enhance the trainees to competence in the principle of handling & movement, safety, and efficiency in operating the machine. The graduated can be able to drive the Forklift safely and effectively in the workplace, also concerning and awareness to the community and environment.

**Course Outline:**

1. Safety First for Forklift Operations
2. Prepare to Carry Out Forklift Operations
3. Inspection of Forklift
4. Carrying Out Forklift Operations
5. Reinstate and Handover Forklift
6. Load-unload Technique

**Course Objectives:**

After pass the theory & practical test, the trainees will be able to;

1. Choose the appropriate type of the Forklift to use in the workplace
2. Explain the operational standard and occupation health & safety measures to operate the Forklift.
3. Demonstrate to drive and move the goods/materials within the time safely.
4. Load-unload or handling with the correct method.
5. Descript the process of maintenance such as checking or inspect the Forklift before and after using

**Qualification of the Trainees:**

1. The trainee must be over 20 years old. (in some country need more than 25 years old by law)
2. The trainees must have a car driver’s license beforehand at least 6 months otherwise the insurance will not accept.

**Training Equipment & Facilities:**

1. Portable Forklift
2. Battery Drive Forklift
3. Diesel/Gas Drive Forklift
4. VDO Projector
5. Notebook Computer
6. Training Worksheets

**Theory Contents:**

1. Basic Knowledge Of Forklift
2. Structure and Driver‘s Display Luminous Symbols
3. Daily Forklift Checking Before & After Use
4. Safety Operation Techniques & VDO
5. Handling & Movement Techniques & VDO
6. Safety Sight & Moving Regulation
7. Preventive Maintenance Scheduling (every 50 , 200 , 1200 Hrs)
8. Battery / LPG Gas Replacement Steps
9. Real Case Study in Forklift Accidents

**Practical Contents:**

1. Demonstration – Forklift Inspection Before & After Use by Check sheet
2. Demonstration – Forklift Driving & Handling Safety Techniques
3. Forklift Driving & Handling Safety Techniques at Testing Fields by the Trainees
4. Testing Results & Improvement– Forklift Driving & Handling Safety Techniques

**Training Schedule:**

Day 1.

|  |  |
| --- | --- |
| Date/Time | Issues |
| 08:30 – 09:00 | Orientation and Pre-test |
| 09:00 – 10:30 | 1. Basic Knowledge Of Forklift 2. Structure and Driver‘s Display Luminous Symbols 3. Daily Forklift Checking Before & After Use 4. Safety Operation Techniques & VDO |
| 10:30 – 10:40 | Coffee Break) |
| 10:40 – 12:00. | 1. Handling & Movement Techniques & VDO 2. Safety Sight & Moving Regulation 3. Preventive Maintenance Scheduling (every 50 , 200 , 1200 Hrs) 4. Battery / LPG Gas Replacement Steps |
| 12:00 – 13:00 | Lunch |
| 13:00 – 14:00 | 1. Post Test and Correct the Questions |
| 14:00 – 16:00 | 1. Real Case Study in Forklift Accidents 2. Risk Analysis Workshop) |

Day 2.

|  |  |
| --- | --- |
| Date/Time | Issues |
| 09:00 – 12:00 | 1. Demonstration – Forklift Inspection Before & After Use by Check sheet 2. Demonstration – Forklift Driving & Handling Safety Techniques |
| 12:00 – 13:00 | Lunch |
| 13:00 – 16:00 | 1. Forklift Driving & Handling Safety Techniques at Testing Fields by the Trainees 2. Testing Results & Improvement– Forklift Driving & Handling Safety Techniques |
| 16:00 - 16:30 | Present the Certificate of Achievement to the Trainees. |

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