

TRAINING REGULATIONS

MULTIMODAL TRANSPORT OPERATION AND LOGISTICS (SEAFREIGHT IMPORT) SERVICES NC III



TRANSPORT AND LOGISTICS SECTOR

TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
TESDA Complex East Service Road, South Luzon Expressway (SLEX),
Fort Bonifacio, Taguig City

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

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

The Training Regulations (TR) serves as basis for:

1. Development of curriculum and assessment tools
2. Registration and delivery of training programs; and
3. Establishment of competency assessment and certification arrangements.

Each TR has four sections:

- Section 1 **Definition of Qualification** - describes the qualification and defines the competencies that comprise the qualification.
- Section 2 **The Competency Standards** format was revised to include the Required Knowledge and Required Skills per element. These fields explicitly state the required knowledge and skills for competent performance of a unit of competency in an informed and effective manner. These also emphasize the application of knowledge and skills to situations where understanding is converted into a workplace outcome.
- Section 3 **Training Arrangements** – contain the information and requirements which serve as bases for training providers in designing and delivering competency-based curriculum for the qualification. The revisions to Section 3 entail identifying the Learning Activities leading to achievement of the identified Learning Outcome.
- Section 4 **Assessment and Certification Arrangements** - describe the policies governing assessment and certification procedures for the qualification.

TABLE OF CONTENTS
TRANSPORT AND LOGISTICS SECTOR

MULTIMODAL TRANSPORT OPERATION AND LOGISTICS
(SEAFREIGHT IMPORT) SERVICES NC III

	Page No.
SECTION 1 MULTIMODAL TRANSPORT OPERATION AND LOGISTICS (SEAFREIGHT IMPORT) SERVICES NC III QUALIFICATION	1
SECTION 2 COMPETENCY STANDARD	2-90
Basic Competencies	2-38
Common Competencies	39-65
Core Competencies	66-90
SECTION 3 TRAINING ARRANGEMENTS	91
Curriculum Design	91-128
Training Delivery	129-130
Trainee Entry Requirement	130
List of Tools, Equipment, and Materials	131
Training Facilities	132
Trainer's Qualifications for Service Sector	132
Institutional Assessment	132
SECTION 4 ASSESSMENT AND CERTIFICATION ARRANGEMENTS	133 - 134
COMPETENCY MAP	135 - 136
GLOSSARY OF TERMS	137 - 140
DOCUMENT REVISION HISTORY	141
ACKNOWLEDGEMENT	142

**TRAINING REGULATIONS FOR
MULTIMODAL TRANSPORT OPERATION AND LOGISTICS (SEAFREIGHT IMPORT)
SERVICES NC III**

**SECTION 1 MULTIMODAL TRANSPORT OPERATION AND LOGISTICS (SEAFREIGHT
IMPORT) SERVICES NC III QUALIFICATION**

The **MULTIMODAL TRANSPORT OPERATION AND LOGISTICS (SEAFREIGHT IMPORT) SERVICES NC III** Qualification consists of competencies that a person must achieve to provide transport information to customers, assist in marketing and developing services, assess and confirm freight transport requirements, and monitor and coordinate transport execution and documentation.

The Units of Competency comprising this Qualification include the following:

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

UNIT CODE	COMMON COMPETENCIES
MTO491201	Apply freight forwarding documentation services and workplace procedures
MTO491202	Perform workplace security and safety
MTO491203	Provide effective customer service
MTO491204	Contribute to quality system
MTO491205	Perform computer operations

UNIT CODE	CORE COMPETENCIES
MTO333301	Provide transport information to customers
MTO333302	Promote and develop freight services to customers
MTO333303	Evaluate and confirm customer freight transport requirements
MTO333304	Monitor and coordinate transport execution and documentation

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

- **Import Coordinator**

SECTION 2 COMPETENCY STANDARDS

This section gives the details of the contents of the basic, common and core units of competency required in **MULTIMODAL TRANSPORT OPERATION AND LOGISTICS (SEAFREIGHT IMPORT) SERVICES NC III**.

BASIC COMPETENCIES

UNIT OF COMPETENCY : LEAD WORKPLACE COMMUNICATION

UNIT CODE : 400311319

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Communicate information about workplace processes	1.1 Relevant communication method is selected based on workplace procedures 1.2 Multiple operations involving several topics/areas are communicated following enterprise requirements 1.3 Questioning is applied to gain extra information 1.4 Relevant sources of information are identified in accordance with workplace/ client requirements 1.5 Information is selected and organized following enterprise procedures 1.6 Verbal and written reporting is undertaken when required 1.7 Communication and negotiation skills are applied and maintained in all relevant situations	1.1. Organization requirements for written and electronic communication methods 1.2. Effective verbal communication methods 1.3. Business writing 1.4. Workplace etiquette	1.1 Organizing information 1.2 Conveying intended meaning 1.3 Participating in a variety of workplace discussions 1.4 Complying with organization requirements for the use of written and electronic communication methods 1.5 Effective business writing 1.6 Effective clarifying and probing skills 1.7 Effective questioning techniques (clarifying and probing)

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Lead workplace discussions	2.1 Response to workplace issues are sought following enterprise procedures 2.2 Response to workplace issues are provided immediately 2.3 Constructive contributions are made to workplace discussions on such issues as production, quality and safety 2.4 Goals/ objectives and action plans undertaken in the workplace are communicated promptly	2.1 Organization requirements for written and electronic communication methods 2.2 Effective verbal communication methods 2.3 Workplace etiquette	2.4 Organizing information 2.5 Conveying intended meaning 2.6 Participating in variety of workplace discussions 2.7 Complying with organization requirements for the use of written and electronic communication methods 2.8 Effective clarifying and probing skills
3. Identify and communicate issues arising in the workplace	3.1 Issues and problems are identified as they arise 3.2 Information regarding problems and issues are organized coherently to ensure clear and effective communication 3.3 Dialogue is initiated with appropriate personnel 3.4 Communication problems and issues are raised as they arise 3.5 Identify barriers in communication to be addressed appropriately	3.1 Organization requirements for written and electronic communication methods 3.2 Effective verbal communication methods 3.3 Workplace etiquette 3.4 Communication problems and issues 3.5 Barriers in communication	3.1 Organizing information 3.2 Conveying intended meaning 3.3 Participating in a variety of workplace discussions 3.4 Complying with organization requirements for the use of written and electronic communication methods 3.5 Effective clarifying and probing skills 3.6 Identifying issues 3.7 Negotiation and communication skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Methods of communication	May include: 1.1. Non-verbal gestures 1.2. Verbal 1.3. Face-to-face 1.4. Two-way radio 1.5. Speaking to groups 1.6. Using telephone 1.7. Written 1.8. Internet
2. Workplace discussions	May include: 2.1. Coordination meetings 2.2. Toolbox discussion 2.3. Peer-to-peer discussion

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Dealt with a range of communication/information at one time 1.2 Demonstrated leadership skills in workplace communication 1.3 Made constructive contributions in workplace issues 1.4 Sought workplace issues effectively 1.5 Responded to workplace issues promptly 1.6 Presented information clearly and effectively in written form 1.7 Used appropriate sources of information 1.8 Asked appropriate questions 1.9 Provided accurate information
2. Resource Implications	The following resources should be provided: 2.1 Variety of Information 2.2 Communication tools 2.3 Simulated workplace
3. Methods of Assessment	Competency in this unit may be assessed through: Case problem 3.1. Third-party report 3.2. Portfolio 3.3. Interview 3.4. Demonstration/Role-playing
4. Context for Assessment	4.1. Competency may be assessed in the workplace or in a simulated workplace environment

UNIT OF COMPETENCY : LEAD SMALL TEAMS

UNIT CODE : 400311320

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Provide team leadership	1.1 Work requirements are identified and presented to team members based on company policies and procedures 1.2 Reasons for instructions and requirements are communicated to team members based on company policies and procedures 1.3 Team members' and leaders' concerns are recognized, discussed and dealt with based on company practices	1.1 Facilitation of Team work 1.2 Company policies and procedures relating to work performance 1.3 Performance standards and expectations 1.4 Monitoring individual's and team's performance vis a vis client's and group's expectations	1.1 Communication skills required for leading teams 1.2 Group facilitation skills 1.3 Negotiating skills 1.4 Setting performance expectations
2. Assign responsibilities	2.1. Responsibilities are allocated having regard to the skills, knowledge and aptitude required to undertake the assigned task based on company policies. 2.2. Duties are allocated having regard to individual preference, domestic and personal considerations	2.1 Work plan and procedures 2.2 Work requirements and targets 2.2 Individual and group expectations and assignments 2.3 Ways to improve group leadership and membership	2.1 Communication skills 2.2 Management skills 2.3 Negotiating skills 2.4 Evaluation skills 2.5 Identifying team member's strengths and rooms for improvement
3. Set performance expectations for team members	3.1 Performance expectations are established based on client needs 3.2 Performance expectations are based on individual team members knowledge, skills and aptitude 3.3 Performance expectations are discussed and disseminated to individual team members	3.1 One's roles and responsibilities in the team 3.2 Feedback giving and receiving 3.3 Performance expectation	3.1 Communication skills 3.2 Accurate empathy 3.3 Congruence 3.4 Unconditional positive regard 3.5 Handling of Feedback

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
4. Supervise team performance	<p>4.1 Performance is monitored based on defined performance criteria and/or assignment instruction</p> <p>4.2 Team members are provided with feedback and positive support on strategies to overcome any deficiencies based on company practices</p> <p>4.3 Performance issues which cannot be rectified or addressed within the team are referred to appropriate personnel according to employer policy</p> <p>4.4 Team members are kept informed of any changes in the priority allocated to assignments or tasks</p> <p>4.5 Team operations are monitored to ensure that employer/client needs and requirements are met</p> <p>4.6 Follow-up communication is provided on all issues affecting the team</p> <p>4.7 All relevant documentation is completed in accordance with company procedures</p>	<p>4.1 Performance Coaching</p> <p>4.2 Performance management</p> <p>4.3 Key performance indicators</p> <p>4.4 Quality Manual</p> <p>4.5 Key result areas</p> <p>4.6 OHS guidelines</p>	<p>4.1 Communication skills required for leading teams</p> <p>4.2 Coaching skills</p> <p>4.3 Interpretation of standards and team handling guidelines</p> <p>4.4 Motivational skills</p>

RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Maintained or improved individuals and/or team performance given a variety of possible scenario 1.2 Assessed and monitored team and individual performance against set criteria 1.3 Represented concerns of a team and individual to next level of management or appropriate specialist and to negotiate on their behalf 1.4 Allocated duties and responsibilities, having regard to individual's knowledge, skills and aptitude and the needs of the tasks to be performed 1.5 Set and communicated performance expectations for a range of tasks and duties within the team and provided feedback to team members
2. Resource	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Access to relevant workplace or appropriately simulated environment where assessment can take place 2.2 Materials relevant to the proposed activity or task
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written Examination 3.2 Oral Questioning 3.3 Portfolio
4. Context for Assessment	<ul style="list-style-type: none"> 4.1 Competency may be assessed in actual workplace or at the designated TESDA Accredited Assessment Center.

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

UNIT CODE : **400311321**

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

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Examine specific workplace challenges	1.1 Variances are examined from normal operating parameters ; and product quality. 1.2 Extent, cause and nature of the specific problem are defined through observation, investigation and analytical techniques . 1.3 Problems are clearly stated and specified.	1.1 Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations. 1.2 Competence to include the ability to apply and explain, enough for the identification of fundamental causes of specific workplace challenges. 1.3 Relevant equipment and operational processes. 1.4 Enterprise goals, targets and measures. 1.5 Enterprise quality OHS and environmental requirement. 1.6 Enterprise information systems and data collation 1.7 Industry codes and standards.	1.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace. 1.2 Identifying extent and causes of specific challenges in the workplace.

ELEMENTS	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Analyze the causes of specific workplace challenges	<p>2.1 Possible causes of specific problems are identified based on experience and the use of problem solving tools / analytical techniques.</p> <p>2.2 Possible cause statements are developed based on findings.</p> <p>2.3 Fundamental causes are identified per results of investigation conducted.</p>	<p>2.1 Competence includes a thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations.</p> <p>2.2 Competence to include the ability to apply and explain, sufficient for the identification of fundamental cause, determining the corrective action and provision of recommendations</p> <p>2.3 Relevant equipment and operational processes.</p> <p>2.4 Enterprise goals, targets and measures.</p> <p>2.5 Enterprise quality OSH and environmental requirement.</p> <p>2.6 Enterprise information systems and data collation.</p> <p>2.7 Industry codes and standards.</p>	<p>2.1 Using range of analytical techniques (e.g., planning, attention, simultaneous and successive processing of information) in examining specific challenges in the workplace.</p> <p>2.2 Identifying extent and causes of specific challenges in the workplace.</p> <p>2.3 Providing clear-cut findings on the nature of each identified workplace challenges.</p>

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

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

RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1. Examined specific workplace challenges. 1.2. Analyzed the causes of specific workplace challenges. 1.3. Formulated resolutions to specific workplace challenges. 1.4. Implemented action plans and communicated results on specific workplace challenges.
2. Resource Implications	<ol style="list-style-type: none"> 2.1. Assessment will require access to an operating plant over an extended period of time, or a suitable method of gathering evidence of operating ability over a range of situations. A bank of scenarios / case studies / what ifs will be required as well as bank of questions which will be used to probe the reason behind the observable action.
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ol style="list-style-type: none"> 3.1. Observation 3.2. Case Formulation 3.3. Life Narrative Inquiry 3.4. Standardized test <p>The unit will be assessed in a holistic manner as is practical and may be integrated with the assessment of other relevant units of competency. Assessment will occur over a range of situations, which will include disruptions to normal, smooth operation. Simulation may be required to allow for timely assessment of parts of this unit of competency. Simulation should be based on the actual workplace and will include walk through of the relevant competency components.</p> <p>These assessment activities should include a range of problems, including new, unusual and improbable situations that may have happened.</p>
4. Context for Assessment	<p>In all workplace, it may be appropriate to assess this unit concurrently with relevant teamwork or operation units.</p>

UNIT OF COMPETENCY : WORK IN A DIVERSE ENVIRONMENT

UNIT CODE : 400311322

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

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Work effectively in an environment that acknowledges and values cultural diversity	2.1 Knowledge, skills and experiences of others are recognized and documented in relation to team objectives. 2.2 Fellow workers are encouraged to utilize and share their specific qualities, skills or backgrounds with other team members and clients to enhance work outcomes. 2.3 Relations with customers and clients are maintained to show that diversity is valued by the business.	2.1 Value of diversity in the economy and society in terms of Workforce development 2.2 Importance of inclusiveness in a diverse environment 2.3 Shared vision and understanding of and commitment to team, departmental, and organizational goals and objectives 2.4 Strategies for customer service excellence	2.1 Demonstrating cross-cultural communication skills and active listening 2.2 Recognizing diverse groups in the workplace and community as defined by divergent culture, religion, traditions and practices 2.3 Demonstrating collaboration skills 2.4 Exhibiting customer service excellence
3. Identify common issues in a multicultural and diverse environment	3.1 Diversity-related conflicts within the workplace are effectively addressed and resolved. 3.2 Discriminatory behaviors towards customers/stakeholders are minimized and addressed accordingly. 3.3 Change management policies are in place within the organization.	3.1 Value, and leverage of cultural diversity 3.2 Inclusivity and conflict resolution 3.3 Workplace harassment 3.4 Change management and ways to overcome resistance to change 3.5 Advanced strategies for customer service excellence	3.1 Addressing diversity-related conflicts in the workplace 3.2 Eliminating discriminatory behavior towards customers and co-workers 3.3 Utilizing change management policies in the workplace

RANGE OF VARIABLES

VARIABLE	RANGE
1. Diversity	This refers to diversity in both the workplace and the community and may include divergence in : 1.1 Religion 1.2 Ethnicity, race or nationality 1.3 Culture 1.4 Gender, age or personality 1.5 Educational background
2. Diversity-related conflicts	May include: 2.1 Discriminatory behaviors 2.2 Differences of cultural practices 2.3 Differences of belief and value systems 2.4 Gender-based violence 2.5 Workplace bullying 2.6 Corporate jealousy 2.7 Language barriers 2.8 Individuals being differently-abled persons 2.9 Ageism (negative attitude and behavior towards old people)

EVIDENCE GUIDE

1. Critical aspects of Competency	Assessment requires evidence that the candidate: 1.1 Adjusted language and behavior as required by interactions with diversity 1.2 Identified and respected individual differences in colleagues, clients and customers 1.3 Applied relevant regulations, standards and codes of practice
2. Resource Implications	The following resources should be provided: 2.1 Access to workplace and resources 2.2 Manuals and policies on Workplace Diversity
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Demonstration or simulation with oral questioning 3.2 Group discussions and interactive activities 3.3 Case studies/problems involving workplace diversity issues 3.4 Third-party report 3.5 Written examination 3.6 Role Plays
4. Context for Assessment	Competency assessment may occur in workplace or any appropriately simulated environment

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

UNIT CODE : 400311323

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

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

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

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

RANGE OF VARIABLES

VARIABLE	RANGE
1. Reasons	May include: 1.1 Strengths and weaknesses of the current systems, processes and procedures. 1.2 Opportunities and threats of the current systems, processes and procedures.
2. Models of innovation	May include: 2.1 Seven habits of highly effective people. 2.2 Five minds of the future concepts (Gardner, 2007). 2.3 Neuroplasticity and adaptation strategies.
3. Gaps or barriers	May include: 3.1 Machine 3.2 Manpower 3.3 Methods 3.4 Money
4. Critical Inquiry	May include: 4.1 Preparation. 4.2 Discussion. 4.3 Clarification of goals. 4.4 Negotiate towards a Win-Win outcome. 4.5 Agreement. 4.6 Implementation of a course of action. 4.7 Effective verbal communication. See our pages: Verbal Communication and Effective Speaking. 4.8 Listening. 4.9 Reducing misunderstandings is a key part of effective negotiation. 4.10 Rapport Building. 4.11 Problem Solving. 4.12 Decision Making. 4.13 Assertiveness. 4.14 Dealing with Difficult Situations.

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1 Established the reasons why innovative systems are required 1.2 Established the goals of a new innovative system 1.3 Analyzed current organizational systems to identify gaps and barriers to innovation. 1.4 Assessed work procedures, processes and systems in terms of innovative practices. 1.5 Generate practical action plans for improving work procedures, and processes. 1.6 Reviewed the trial innovative work system and adjusted reflect evaluation feedback, knowledge management systems and future planning. 1.7 Evaluated the effectiveness of the proposed action plans.
2. Resource Implications	<p>The following resources should be provided:</p> <ol style="list-style-type: none"> 2.1 Pens, papers and writing implements. 2.2 Cartolina. 2.3 Manila papers.
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ol style="list-style-type: none"> 3.1 Psychological and behavioral Interviews. 3.2 Performance Evaluation. 3.3 Life Narrative Inquiry. 3.4 Review of portfolios of evidence and third-party workplace reports of on-the-job performance. 3.5 Sensitivity analysis. 3.6 Organizational analysis. 3.7 Standardized assessment of character strengths and virtues applied.
4. Context for Assessment	<ol style="list-style-type: none"> 4.1 Competency may be assessed individually in the actual workplace or simulation environment in TESDA accredited institutions.

UNIT OF COMPETENCY : USE INFORMATION SYSTEMATICALLY

UNIT CODE : 400311324

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

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Apply information technology (IT)	2.1 Technical information system is operated using agreed procedures 2.2 Appropriate and valid procedures are operated for inputting, maintaining and archiving information 2.3 Software required are utilized to execute the project activities 2.4 Information and data obtained are handled, edited, formatted and checked from a range of internal and external sources 2.5 Information are extracted, entered, and processed to produce the outputs required by customers 2.6 Own skills and understanding are shared to help others 2.7 Specified security measures are implemented to protect the confidentiality and integrity of project data held in IT systems	2.1. Attributes and limitations of available software tools 2.2. Procedures and work instructions for the use of IT 2.3. Operational requirements for IT systems 2.4. Sources and flow paths of data 2.5. Security systems and measures that can be used 2.6. Extract data and format reports 2.7. Methods of entering and processing information 2.8. WWW enabled applications	2.1. Identifying attributes and limitations of available software tools 2.2. Using procedures and work instructions for the use of IT 2.3. Describing operational requirements for IT systems 2.4. Identifying sources and flow paths of data 2.5. Determining security systems and measures that can be used 2.6. Extracting data and format reports 2.7. Describing methods of entering and processing information 2.8. Using WWW applications

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

RANGE OF VARIABLES

VARIABLE	RANGE
1. Information	May include: 1.1. Property 1.2. Organizational 1.3. Technical reference
2. Technical information	May include: 2.1. paper based 2.2. electronic
3. Software	May include: 3.1. spreadsheets 3.2. databases 3.3. word processing 3.4. presentation
4. Sources	May include: 4.1. other IT systems 4.2. manually created 4.3. within own organization 4.4. outside own organization 4.5. geographically remote
5. Customers	May include: 5.1. colleagues 5.2. company and project management 5.3. customers
6. Security measures	May include: 6.1. access rights to input 6.2. passwords 6.3. access rights to outputs 6.4. data consistency and back-up 6.5. recovery plans

EVIDENCE GUIDE

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

UNIT OF COMPETENCY : **EVALUATE OCCUPATIONAL SAFETY AND HEALTH WORK PRACTICES**

UNIT CODE : **400311325**

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Interpret Occupational Safety and Health practices	1.1 OSH work practices issues are identified relevant to work requirements 1.2 OSH work standards and procedures are determined based on applicability to nature of work 1.3 Gaps in work practices are identified related to relevant OSH work standards	1.1. OSH work practices issues 1.2. OSH work standards 1.3. General OSH principles and legislations 1.4. Company/ workplace policies/ guidelines 1.5. Standards and safety requirements of work process and procedures	1.1. Communication skills 1.2. Interpersonal skills 1.3. Critical thinking skills 1.4. Observation skills
2. Set OSH work targets	2.1 Relevant work information are gathered necessary to determine OSH work targets 2.2 OSH Indicators based on gathered information are agreed upon to measure effectiveness of workplace OSH policies and procedures 2.3 Agreed OSH indicators are endorsed for approval from appropriate personnel 2.4 OSH work instructions are received in accordance with workplace policies and procedures	2.1. OSH work targets 2.2. OSH Indicators 2.3. OSH work instructions 2.4. Safety and health requirements of tasks 2.5. Workplace guidelines on providing feedback on OSH and security concerns 2.6. OSH regulations Hazard control procedures 2.7. OSH trainings relevant to work	2.1. Communication skills 2.2. Collaborating skills 2.3. Critical thinking skills 2.4. Observation skills

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Evaluate effectiveness of Occupational Safety and Health work instructions	3.1 OSH Practices are observed based on workplace standards 3.2 Observed OSH practices are measured against approved OSH metrics 3.3 Findings regarding effectiveness are assessed and gaps identified are implemented based on OSH work standards	3.1. OSH Practices 3.2. OSH metrics 3.3. OSH Evaluation Techniques 3.4. OSH work standards	3.1. Critical thinking skills 3.2. Evaluating skills

RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1. Identify OSH work practices issues relevant to work requirements 1.2. Identify gaps in work practices related to relevant OSH work standards 1.3. Agree upon OSH Indicators based on gathered information to measure effectiveness of workplace OSH policies and procedures 1.4. Receive OSH work instructions in accordance with workplace policies and procedures 1.5. Compare Observed OSH practices with against approved OSH work instructions 1.6. Assess findings regarding effectiveness based on OSH work standards
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Facilities, materials, tools and equipment necessary for the activity
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Observation/Demonstration with oral questioning 3.2 Third party report 3.3 Written exam
4. Context for Assessment	<ul style="list-style-type: none"> 4.1 Competency may be assessed in the work place or in a simulated work place setting

UNIT OF COMPETENCY : EVALUATE ENVIRONMENTAL WORK PRACTICES

UNIT CODE : 400311326

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

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

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

RANGE OF VARIABLES

VARIABLE	RANGE
1. Environmental practices Issues	May include: 1.1 Water Quality 1.2 National and Local Government Issues 1.3 Safety 1.4 Endangered Species 1.5 Noise 1.6 Air Quality 1.7 Historic 1.8 Waste 1.9 Cultural
2. Environmental Indicators	May include: 2.1 Noise level 2.2 Lighting (Lumens) 2.3 Air Quality - Toxicity 2.4 Thermal Comfort 2.5 Vibration 2.6 Radiation 2.7 Quantity of the Resources 2.8 Volume

EVIDENCE GUIDE

1. Critical aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1. Identified environmental issues relevant to work requirements</p> <p>1.2. Identified gaps in work practices related to Environmental Standards and Procedures</p> <p>1.3. Gathered relevant information necessary to determine environmental work targets</p> <p>1.4. Set environmental indicators based on gathered information to measure environmental work targets</p> <p>1.5. Recorded work environmental practices are recorded based on workplace standards</p> <p>1.6. Conveyed results of environmental assessment to appropriate personnel</p>
2. Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Workplace/Assessment location</p> <p>2.2 Legislation, policies, procedures, protocols and local ordinances relating to environmental protection</p> <p>2.3 Case studies/scenarios relating to environmental protection</p>
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Written/ Oral Examination</p> <p>3.2 Interview/Third Party Reports</p> <p>3.3 Portfolio (citations/awards from GOs and NGOs, certificate of training – local and abroad)</p> <p>3.4 Simulations and role-plays</p>
4. Context for Assessment	<p>4.1 Competency may be assessed in actual workplace or at the designated TESDA center.</p>

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

UNIT CODE : **400311327**

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized terms</i> are elaborated in the Range of Variables	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Develop and maintain micro-small-medium enterprise (MSMEs) skills in the organization	1.1 Appropriate business strategies are determined and set for the enterprise based on current and emerging business environment. 1.2 Business operations are monitored and controlled following established procedures. 1.3 Quality assurance measures are implemented consistently. 1.4 Good relations are maintained with staff 1.5 Policies and procedures on occupational safety and health and environmental concerns are constantly observed.	1.1 Business models and strategies 1.2 Types and categories of businesses 1.3 Business operation 1.4 Basic Bookkeeping 1.5 Business internal controls 1.6 Basic quality control and assurance concepts 1.7 Government and regulatory processes	1.1 Basic bookkeeping/ accounting skills 1.2 Communication skills 1.3 Building relations with customer and employees 1.4 Building competitive advantage of the enterprise
2. Establish and maintain client-base/ market	2.1 Good customer relations are maintained 2.2 New customers and markets are identified, explored and reached out to. 2.3 Promotions/Incentives are offered to loyal customers 2.4 Additional products and services are evaluated and tried where feasible. 2.5 Promotional/advertising initiatives are carried out where necessary and feasible.	2.1 Public relations concepts 2.2 Basic product promotion strategies 2.3 Basic market and feasibility studies 2.4 Basic business ethics 2.5 Telephone techniques	2.1 Building customer relations 2.2 Individual marketing skills 2.3 Using basic advertising (posters/ tarpaulins, flyers, social media, etc.) 2.4 Customer service skills 2.5 Telemarketing skills

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

RANGE OF VARIABLES

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

EVIDENCE GUIDE

1. Critical aspects of competency	<p>Assessment requires evidence that the candidate:</p> <p>1.1 Demonstrated basic entrepreneurial skills</p> <p>1.2 Demonstrated ability to conceptualize and plan a micro/small enterprise</p> <p>1.3 Demonstrated ability to manage/operate a micro/small-scale business</p>
2. Resource Implications	<p>The following resources should be provided:</p> <p>2.1 Simulated or actual workplace</p> <p>2.2 Tools, materials and supplies needed to demonstrate the required tasks</p> <p>2.3 References and manuals</p>
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <p>3.1 Written examination</p> <p>3.2 Demonstration/observation with oral questioning</p> <p>3.3 Portfolio assessment with interview</p> <p>3.4 Case problems</p>
4. Context of Assessment	<p>4.1 Competency may be assessed in workplace or in a simulated workplace setting</p> <p>4.2 Assessment shall be observed while tasks are being undertaken whether individually or in-group</p>

COMMON COMPETENCIES

UNIT OF COMPETENCY : **APPLY FREIGHT FORWARDING DOCUMENTATION SERVICES AND WORKPLACE PROCEDURES**

UNIT CODE : **MTO432201**

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Identify major areas of the workplace	1.1 The layout of the workplace, the flow of materials and goods/stocks (where relevant) and the workplace procedures in each work area are identified 1.2 Organizational structure of the workplace and the relationship of structure to each occupation and classification grouping is outlined 1.3 Individual responsibilities under agents, vendors, & clients agreements are identified and acted on in the conduct of assigned duties 1.4 Workplace hazards are identified and related hazard minimization procedures followed 1.5 Relevant personal protective equipment (PPE) are identified and	1.1 Applicable transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines 1.2 Relevant workplace security program, policies and procedures for responding to security threats, situations and emergencies 1.3 Relevant quarantine and bond regulations and requirements 1.4 Common security threats and incidents that may occur in the workplace and related roles and responsibilities	1.1 Communicating effectively with others when completing workplace orientation and induction procedures 1.2 Reading and interpreting instructions, procedures, information and signs relevant to work activities 1.3 Interpreting and following operational instructions and prioritize work 1.4 Working collaboratively with others when completing workplace orientation 1.5 Applying precautions and required action to minimize, control or eliminate hazards that may exist during work activities

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>correctly used in accordance with regulations and workplace requirements</p> <p>1.6 Workplace emergency procedures are identified and followed in real and simulated emergency situation</p>	<p>of personnel when reporting them and responding to them</p> <p>1.5 Signs of pillaging, theft and interference with goods, cargo and mail</p> <p>1.6 Relevant OS&H and environmental protection procedures and guidelines</p> <p>1.7 Common security problems that may occur when carrying out operations in the transport and logistics industries</p>	<p>1.6 Working systematically with required attention to detail without injury to self or others, or damage to goods or equipment</p> <p>1.7 Identifying and correctly using equipment, processes and procedures</p> <p>1.8 Selecting and using required personal protective equipment conforming to industry and OS&H standards</p>
<p>2 Organize and accept responsibility for assigned workload</p>	<p>2.1 Priorities, schedules and deadlines are established in consultation with concerned parties</p> <p>2.2 Work activities are planned and progress of work is communicated to others whose personal work plans and timelines may be affected</p> <p>2.3 Work is completed to the standard expected in the workplace and in accordance with</p>	<p>2.1 Applicable transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines</p> <p>2.2 Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies</p> <p>2.3 Relevant quarantine and</p>	<p>2.1 Establishing priorities and deadlines</p> <p>2.2 Planning and communicating work</p> <p>2.3 Completing work to the expected standard in the workplace and in accordance with any guidelines, directions</p> <p>2.4 Communicating additional support to improve work to appropriate personnel</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>any guidelines, directions or <i>instructions/information</i></p> <p>2.4 Additional support to improve work is communicated clearly to <i>appropriate personnel</i></p>	<p>bond regulations and requirements</p> <p>2.4 Common security threats and incidents that may occur in the workplace and related roles and responsibilities of personnel when reporting them and responding to them</p> <p>2.5 Relevant OS&H and environmental protection procedures and guidelines</p> <p>2.6 Common security problems that may occur when carrying out operations in the transport and logistics industries, and action that can be taken to address and resolve the problems.</p>	
3 Apply ethical practices	<p>3.1 Workplace procedures, regulations and legislation appropriate to the position are identified and followed</p> <p>3.2 Commitments and undertakings to clients, colleagues and supervisors are met</p>	<p>3.1 Applicable transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines</p> <p>3.2 Relevant workplace security</p>	<p>3.1 Identifying and following workplace procedures, regulations and legislation</p> <p>3.2 Meeting commitments and undertakings to clients, colleagues and supervisors</p> <p>3.3 Maintaining required confidentiality</p> <p>3.4 Applying appropriate codes of acceptable</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>3.3 Required confidentiality is maintained</p> <p>3.4 Appropriate codes of acceptable and ethical work practices are applied</p> <p>3.5 Workplace security policies are identified</p>	<p>program, policies and procedures for responding to security threats, situations and emergencies</p> <p>3.3 Relevant quarantine and bond regulations and requirements</p> <p>3.4 Common security threats and incidents that may occur in the workplace and related roles and responsibilities of personnel when reporting them and responding to them</p> <p>3.5 Relevant OS&H and environmental protection procedures and guidelines</p> <p>3.6 Common security problems that may occur when carrying out operations in the transport and logistics industries</p>	<p>and ethical work practices</p> <p>3.5 Following workplace security policies</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Workplace Procedures	May include: 1.1 Company procedures 1.2 Organizational procedures 1.3 Established departmental procedures 1.4 Work Procedure / Processes Flow
2. Workplace Hazards	May include : 2.1 Vehicular traffic and pedestrians 2.2 Uneven ground, steps, road surfaces, work surfaces 2.3 Dust and vapors; pollution 2.4 Hazardous or dangerous materials 2.5 Humidity, air temperature and radiant heat 2.6 Light including UV rays 2.7 Noise 2.8 Working at heights
3. Personal Protective Equipment (PPE)	May include: 3.1 Dust mask 3.2 Hard Hat 3.3 Hairnet/Head Cap 3.4 Safety shoes 3.5 Gloves 3.6 Safety goggles 3.7 Ear muff/ear plug 3.8 Sunscreen 3.9 High visibility clothing 3.10 Cover all Thermal jacket/pants 3.11 Harness
4. Instructions/Information	May include: 4.1 Workplace procedures, checklists and instructions 4.2 Operations manuals 4.3 Induction/orientation documentation 4.4 Competency standards and training materials 4.5 Job specification, site/workplace map and details of organization structure 4.6 Conditions of service, relevant legislation, regulations and related documentation 4.7 Award, enterprise bargaining agreement, agents, vendors, & clients agreements 4.8 Relevant codes of practice including the national standards for manual handling and the industry safety code 4.9 Supplier and/or client instructions 4.10 Manifests, bar codes, goods and container identification 4.11 Goods identification numbers and codes 4.12 Manufacturers specifications 4.13 Material safety data sheets

VARIABLE	RANGE
	4.14 Quality assurance procedures 4.15 Emergency procedures 4.16 Accident procedures 4.17 Security procedures
5. Appropriate Personnel	May include: 5.1 Managers 5.2 Supervisors/team leaders 5.3 Workplace personnel 5.4 Contractors 5.5 Official representatives 5.6 Industrial relations 5.7 OS&H specialists 5.8 Support staff 5.9 Emergency response team 5.10 Other professional or technical staff

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1 Identified the layout of the workplace, the flow of materials and goods (where relevant) and the workplace procedures in each work area 1.2 Identified and followed workplace emergency procedures in real and simulated emergency situation 1.3 Planned work activities and communicated progress of work to others whose personal work plans and timelines may be affected 1.4 Completed work to the standard expected in the workplace and in accordance with any guidelines, directions or instructions/ information 1.5 Identified and followed workplace procedures, regulations and legislation appropriate to the position 1.6 Applied appropriate codes of acceptable and ethical work practices 1.7 Planned daily routine to take into account rosters, agents, vendors, clients agreements and workplace procedures 1.8 Applied appropriate codes of acceptable and ethical work practices
2. Resource Implications	<p>The following resources should be provided:</p> <ol style="list-style-type: none"> 2.1 Workplace location 2.2 Materials and new technologies relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ol style="list-style-type: none"> 3.1 Written test 3.2 Direct observation and oral questioning 3.3 Interview
4. Context of Assessment	<ol style="list-style-type: none"> 4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

UNIT OF COMPETENCY : PERFORM WORKPLACE SECURITY AND SAFETY

UNIT CODE : MTO432202

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to follow security procedures in the freight forwarding and documentation services. It includes checking and maintaining the security of the workplace and personnel, identifying and responding to security threats or situations.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1.Maintain security of the workplace	1.1 Workplace is secured within specified locations in accordance with workplace security procedures and applicable security regulations 1.2 Seals, locks and other security measures in the workplace are checked and maintained in accordance with workplace safety and security procedures 1.3 Signs of attempted entry, theft, or interference are recognized and reported in accordance with workplace security procedures 1.4 Any breaches of security requirements are reported promptly to designated personnel in accordance with workplace safety and security procedures	1.1 Applicable transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines 1.2 Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies 1.3 Relevant quarantine and bond regulations and requirements 1.4 Common security threats and incidents that may occur in the workplace and related roles and responsibilities of personnel when reporting them and responding to them	1.1 Communicating effectively with concerned parties when following security procedures 1.2 Reading and interpreting instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace safety and security 1.3 Completing required documentation and reports related to safety and security procedures 1.4 Applying procedures for safety, security checks and precautions as per limits of role and responsibilities

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		1.5 Relevant OS&H and environmental protection procedures and guidelines 1.6 Common security problems that may occur when carrying out operations in the transport and logistics industries, and action that can be taken to address and resolve the problems.	
2 Identify a security threat or situation	2.1 Security threat or situation is promptly identified and assessed and response is prioritized in accordance with the workplace security program and procedures 2.2 Implications of the security threat or situation are evaluated in accordance with workplace security program and procedures	2.1 Applicable transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines 2.2 Relevant workplace security program and policies and procedures for responding to security threats, situations and emergencies 2.3 Relevant quarantine and bond regulations and requirements 2.4 Common security threats	2.1 Identifying and solving and/or reporting problems that arise when following security procedures 2.2 Recognizing signs of security threats and situations 2.3 Responding appropriately to critical situations 2.4 Risk management skills to avoid or prevent any threat where possible

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		and incidents that may occur in the workplace and related roles and responsibilities of personnel when reporting them and responding to them 2.5 Relevant OS&H and environmental protection procedures and guidelines 2.6 Common security problems that may occur when carrying out operations in the transport and logistics industries	
3 Respond to a security threat or situation	3.1 Response to an identified security threat or situation is in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan 3.2 Security threats or incidents are handled appropriately in accordance with established response plan and within limits of responsibility using available	3.1 Common security problems that may occur when carrying out operations in the workplace and action that can be taken to address and resolve the problems 3.2 Relevant documentation and reporting requirements 3.3 Emergency response plans	3.1 Completing required documentation and reports related to security procedures 3.2 Working collaboratively with others when following security procedures 3.3 Modifying activities depending on differing workplace risk situations and environments 3.4 Applying security programs and procedures in-response to

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<i>communications</i> in the work area		identified security threats 3.5 Promptly reporting and/or rectifying any identified problems that may arise when following security procedures in accordance with regulatory requirements and workplace procedures

RANGE OF VARIABLES

VARIABLE	RANGE
1. Security Measures	May include: <ul style="list-style-type: none"> 1.1 security guards at access points and gates to secured areas 1.2 locked doors, gates and fences 1.3 use of personal electronic access cards 1.4 recording of carrier and vehicle registration details at gates and checkpoints 1.5 bag check points 1.6 escorts for visitors in restricted areas 1.7 access control in and out of restricted security areas 1.8 use of ID cards 1.9 video surveillance equipment 1.10 X-ray screening of baggage, cargo and goods 1.11 explosives trace detection (ETD) screening of passengers, baggage, cargo and goods 1.12 screening of passengers using hand-held and walk through magnetometers 1.13 frisking
2. Workplace Security Procedures	May include: <ul style="list-style-type: none"> 2.1 Established security procedures 2.2 Standard operating procedures 2.3 Company procedures 2.4 Organizational procedures
3. Communications	May include: <ul style="list-style-type: none"> 3.1 Phone 3.2 Radio 3.3 Fax 3.4 Email 3.5 Electronic data transfer (EDI) 3.6 Internet 3.7 Oral, aural or signed communications

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Secured goods and cargo in accordance with workplace security procedures and applicable security regulations 1.2 Checked and maintained seals, tamper proof packaging, locks and other security measures on goods or cargo in accordance with workplace security procedures 1.3 Identified and assessed security threat or situation in accordance with the workplace security program and procedures 1.4 Responded to an identified security threat or situation in accordance with workplace security procedures, received instructions, regulatory requirements and emergency response plan 1.5 Handled appropriately any security threats or incidents in accordance with established response plan and within limits of responsibility
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace location 2.2 Materials and new technologies relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written Test 3.2 Direct observation and oral questioning 3.3 Demonstration with questioning 3.4 Interview
4. Context of Assessment	<ul style="list-style-type: none"> 4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

UNIT OF COMPETENCY : PROVIDE EFFECTIVE CUSTOMER SERVICE

UNIT CODE : MTO432203

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

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Deal with customer inquiries	1.1 Customer inquiries are dealt with courteously and efficiently thru phone, e-mail and face to face. 1.2 Questions are used to clarify the customer's needs or concerns 1.3 Assistance from other staff is sought when a customer's inquiry cannot be fully answered 1.4 Knowledge of products, services and/or operations is used to answer customer queries or to respond to customers' needs	1.1 Ways of dealing with Customer requirements 1.2 Appropriate methods of providing feedback to managers and internal and/or external customers 1.3 Sources of information and documentation needed to assess customer satisfaction 1.4 Ways of recording customer inquiries and associated action	1.1 Dealing with customer inquiries courteously and efficiently thru phone, e-mail and face to face 1.2 Seeking assistance from other staff or superior when a customer's inquiry cannot be fully answered 1.3 Communicating effectively with others when providing customer service, including the use of telephone techniques 1.4 Handling and understanding customer queries and complaints

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Monitor customer satisfaction	2.1 Customer requirements are dealt with according to workplace procedures 2.2 Appropriate feedback is provided to managers and internal and/or external customers 2.3 Customer inquiries and associated action are recorded and reported in accordance with <i>workplace procedures</i>	2.1 Ways of dealing with Customer requirements 2.2 Appropriate methods of providing feedback to managers and internal and/or external customers 2.3 Sources of information and documentation needed to assess customer satisfaction 2.4 Ways of recording customer inquiries and associated action	2.1 Providing appropriate feedback to managers and internal and/or external customers 2.2 Recording and reporting of customer inquiries and associated action 2.3 Completing documentation related to the provision of customer service 2.4 Writing simple reports and records of inquiries 2.5 Communicating regularly with the clients to stay on top of the situation.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3 Maintain strong rapport with the customer	3.1 Customer requirements are dealt with courteously and efficiently thru phone, e-mail and face to face. 3.2 Periodic and planned follow-up calls are made with the customer 3.3 Special events and occasions of the customer are attended to 3.4 Assistance from other staff is sought when a customer' s inquiry cannot be fully answered 3.5 Knowledge of products, services and/or operations is used to answer customer queries or to respond to customers' needs	3.1 Ways of dealing with Customer requirements 3.2 Appropriate methods of providing feedback to managers and internal and/or external customers 3.3 Sources of information and documentation needed to assess customer satisfaction 3.4 Ways of recording customer inquiries and associated action	3.1 Dealing with customer inquiries courteously and efficiently thru phone, e-mail and face to face 3.2 Communicating effectively with others when providing customer service, including the use of telephone techniques 3.3 Handling and understanding customer queries and complaints

RANGE OF VARIABLES

VARIABLE	RANGE
1. Customer	May include: 1.1 Internal customer 1.2 External customer
2. Workplace Procedures	May include: 2.1 Standard operating procedures for specific customers 2.2 Service level agreements 2.3 Operations quality manual 2.4 Organizational procedures 2.5 OSH policies and procedures
3. Special Events and Occasions	May include: 3.1 Company anniversaries 3.2 Product launch 3.3 Birthdays 3.4 New outlet opening

EVIDENCE GUIDE

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

UNIT OF COMPETENCY : CONTRIBUTE TO QUALITY SYSTEMS

UNIT CODE : MTO432204

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, implementing, and evaluating improvements in work processes.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Apply quality concepts	1.1 Responsibility is taken for quality of own work when providing services or products to meet customer needs 1.2 Work is completed in accordance with workplace standards as defined in enterprise policies and procedures 1.3 Basic quality concepts are applied to work activities	1.1 Ways of meeting external and internal customer needs in providing quality services or products 1.2 Means of completing work 1.3 Workplace quality assurance and improvement principles and procedures 1.4 Typical quality-related problems that may arise in work operations and products, and related options for action and solutions	1.1 Providing quality work/services or products to meet external and internal customer needs 1.2 Meeting deadlines 1.3 Applying basic quality concepts to work activities 1.4 Analytical skills relevant to quality procedures and standards 1.5 Working collaboratively with others when applying quality procedures and standards

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Test and evaluate improvements	2.1 Improvements to work processes are <i>tested and evaluated</i> 2.2 Evaluation of improvements to work processes are checked for improvement outcomes and compliance with workplace requirements	2.1 Typical quality-related problems that may arise in work operations and products, and related options for action and solutions 2.2 Methods of testing and evaluating improvements to work processes 2.3 Steps and procedures of checking for improvement outcomes and compliance with workplace requirements	2.1 Testing Improvements to work processes 2.2 Evaluating improvements to work processes 2.3 Checking for improvement outcomes and compliance with workplace requirements 2.4 Reporting and/or rectifying any identified quality-related problems in accordance with workplace procedures
3. Implement improvements	3.1 Improvement initiatives tested and confirmed as successful are implemented in accordance with enterprise procedures 3.2 Work is completed in accordance with <i>workplace procedure</i>	3.1 Methods of implementing a tested and confirmed Improvement initiative 3.2 Ways of completing work in accordance with workplace procedure 3.3 Workplace quality assurance and improvement principles and procedures 3.4 Impact of job on enterprise and individual performance	3.1 Implementing a successful tested and confirmed Improvement initiative 3.2 Completing work in accordance with workplace procedure 3.3 Completing documentation related to quality procedures and standards 3.4 Reporting and/or rectifying any identified quality-related problems

RANGE OF VARIABLES

VARIABLE	RANGE
1. Customer Needs	May include: 1.1 External 1.2 Internal
2. Workplace Procedure	May include: 2.1 Standard operating procedures 2.2 Company procedures 2.3 Organizational procedures 2.4 Business Quality Manual
3. Tested and Evaluated	May include: 3.1 Key Result Areas 3.2 Key performance indices 3.3 Performance evaluation 3.4 Other performance criteria and measurements

EVIDENCE GUIDE

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Completed work in accordance with workplace standards as defined in enterprise policies and procedures 1.2 Applied basic quality concepts to work activities 1.3 Tested and evaluated improvements to work processes 1.4 Checked evaluation of improvements for outcomes and compliance with workplace requirements 1.5 Implemented the tested and confirmed improvement initiatives in accordance with enterprise procedures
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> 2.1 Workplace location 2.2 Materials and new technologies relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities
3. Methods of Assessment	<p>Competency in this unit must be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written test 3.2 Direct observation and oral questioning
4. Context of Assessment	<ul style="list-style-type: none"> 4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

UNIT OF COMPETENCY : PERFORM COMPUTER OPERATIONS

UNIT CODE : MTO432205

UNIT DESCRIPTOR : This unit covers the knowledge, skills, and attitude needed to perform computer operations which include inputting, accessing, producing and transferring data, and using the appropriate hardware and software.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Plan and prepare for task to be undertaken	1.1. Requirements of task are determined 1.2. Appropriate hardware and software are selected according to task assigned and required outcome 1.3. Task is planned to ensure OSH guidelines and procedures are followed	1.1 Means of determining requirements of task 1.2 Manner of planning task to ensure OSH guidelines and procedures are followed 1.3 Method of selecting appropriate hardware and software according to task assigned and required outcome 1.4 Basic ergonomics of keyboard and computer use	1.1 Determining requirements of task 1.2 Planning task to ensure OS & H guidelines and procedures are followed 1.3 Reading skills required to interpret work instruction 1.4 Communication skills 1.5 Collaborative skills
2. Input data into computer	2.1 Data are entered into the computer using appropriate program/application in accordance with company procedures 2.2 Accuracy of information is checked and information is saved in accordance with standard	2.1 Method of entering data into the computer using appropriate program/application in accordance with company procedures 2.2 Accuracy of information is checked and information is saved in accordance with standard operating procedures	2.1 Entering data into the computer using appropriate program/application in accordance with company procedures 2.2 Checking Accuracy of information and saving in accordance with standard

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>operating procedures</p> <p>2.3 Inputted data are stored in storage media according to requirements</p> <p>2.4 Work is performed within ergonomic guidelines</p>	<p>2.3 Means of storing inputted data in storage media according to requirements</p> <p>2.4 Technique of performing work within ergonomic guidelines</p> <p>2.5 Identifying General security Viruses</p> <p>2.6 OS & H principles and responsibilities</p> <p>2.7 Complying with computer capacity in saving and transferring files</p>	<p>operating procedures</p> <p>2.3 Storing inputted data in storage media according to requirements</p> <p>2.4 Performing work within ergonomic guidelines</p>
3 Access information using computer	<p>3.1 Correct program/application is selected based on job require</p> <p>3.2 Program/application containing the information required is accessed according to company procedures</p> <p>3.3 Desktop icons are correctly selected, opened and closed for navigation purposes</p> <p>3.4 Keyboard techniques are carried out in line with OS&H requirements for safe use of keyboards</p>	<p>3.1 Means of selecting Correct program/application is based on job requirements</p> <p>3.2 Manner of accessing program/application containing the information required according to company procedures</p> <p>3.3 Ways of selecting, opening and closing desktop icons correctly for navigation purposes</p> <p>3.4 Carrying out keyboard techniques in line with oh & s requirements for safe use of keyboards</p>	<p>3.1 Selecting correct program/ Application based on job requirements</p> <p>3.2 Accessing program/ Application containing the information required according to company procedures</p> <p>3.3 Selecting, opening and closing desktop icons correctly for navigation purposes</p> <p>3.4 Carrying out keyboard techniques in line with OS & H requirements for safe use of keyboards</p>
4 Produce/output data using	4.1 Entered data are processed using appropriate	4.1 Procedure of processing entered data using appropriate	4.1 Processing entered data using appropriate

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
computer system	software commands 4.2 Data are printed out as required using computer hardware/peripheral devices in accordance with standard operating procedures 4.3 Files and data are transferred between compatible systems using computer software, hardware and peripheral devices in accordance with standard operating procedures	software commands 4.2 Method of printing out data as required using computer hardware/peripheral devices in accordance with standard operating procedures 4.3 Techniques of transferring files and data between compatible systems using computer software, hardware/peripheral devices in accordance with standard operating procedures	software commands 4.2 Printing out data as required using computer hardware/peripheral devices in accordance with standard operating procedures 4.3 Transferring files and data between compatible systems using computer software, hardware/peripheral devices in accordance with standard operating procedures
5. Maintain computer equipment and systems	5.1 Systems for cleaning, minor maintenance, energy-saving , appropriate replacement of consumables are implemented 5.2 Procedures for ensuring security of data, including regular back-ups and virus checks are implemented in accordance with SOP's 5.3 Basic file maintenance procedures are implemented in line with the SOP's	4.1 Method of implementing Systems for cleaning, minor maintenance and replacement of consumables 4.2 Implementing procedures for ensuring security of data, including regular back-ups and virus checks 4.3 Technique of implementing basic file maintenance procedures in line with the SOP's	5.1 Implementing systems for cleaning, minor maintenance and replacement of consumables 5.2 Implementing procedures for ensuring security of data, including regular back-ups and virus checks 5.3 Implementing basic file maintenance procedures in line with the SOP's

RANGE OF VARIABLES

VARIABLE	RANGE
1. Software	Includes the following: 1.1. Word processing packages 1.2. Data base packages 1.3. Internet 1.4. Spreadsheets
2. OS & H guidelines	May include: 2.1. OS & H guidelines 2.2. Enterprise procedures
3. Storage Media	Include the following:: 3.1. CDs 3.2. hard disk drives, local and remote 3.3. flash drive 3.4. external drive
4. Ergonomic Guidelines	May include: 4.1. Types of equipment used 4.2. Appropriate furniture 4.3. Seating posture 4.4. Lifting posture 4.5. Visual display unit screen brightness
5. Desktop Icons	May include: 5.1. Directories/folders 5.2. Files 5.3. Network devices 5.4. Recycle bin
6. Hardware and Peripheral Devices	May include: 6.1. Personal computers 6.2. Networked systems 6.3. Communication equipment 6.4. Printers 6.5. Scanners 6.6. Keyboard 6.7. Mouse
7. Maintenance and Energy-Saving	May include: 7.1. Creating more space in the hard disk 7.2. Reviewing programs 7.3. Deleting unwanted files 7.4. Backing up files 7.5. Checking hard drive for errors 7.6. Using up to date anti-virus programs 7.7. Cleaning dust from external surfaces 7.8. Proper shutdown of computers

EVIDENCE GUIDE

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

CORE COMPETENCIES

UNIT OF COMPETENCY : **PROVIDE TRANSPORT INFORMATION TO CUSTOMERS**

UNIT CODE : **MTO333301**

UNIT DESCRIPTOR : This unit covers the knowledge, skills, attitudes, and values needed in dealing with customer request for transport information and explaining the processes and parameters of transport services.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Communicate transport information to customer	<p>1.1 Transport information are gathered and coordinated with overseas agent.</p> <p>1.2 Customer inquiries on transport information are communicated accordance with available data.</p> <p>1.3 Transport information is provided to consignee or authorized broker.</p>	<p>1.1 International standards, criteria and certification requirements</p> <p>1.2 Customer information including:</p> <p>1.2.1 Documentation</p> <p>1.2.2 Freight charges</p> <p>1.2.3 General freight forwarding requirements</p> <p>1.2.4 Legislative requirements</p> <p>1.2.5 Customer service policies and procedures</p> <p>1.2.6 Oral, aural or signed communications, manufacturer/client specifications, supplier and/or client instructions</p> <p>1.3 Parameters of freight forwarding services relevant to customer requirements including:</p> <p>1.3.1 Fiduciary and legal responsibilities</p> <p>1.3.2 Freight forwarding procedures</p> <p>1.3.3 Insurance requirements</p>	<p>1.1 Advising on procedures and protocols for forwarding various cargo to different destinations</p> <p>1.2 Advising on relevant regulations and required documentation</p> <p>1.3 Applying relevant codes of practice and legislative requirements including local and international freight</p> <p>1.4 Communicating effectively with others when providing freight forwarding services to customers</p> <p>1.5 Creating documentation related to providing freight forwarding services to customers</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		1.3.4 Payment requirements and procedures 1.3.5 Relevant legislative requirements 1.3.6 Required import documentation 1.3.7 Service costs 1.3.8 Types of transport modes 1.3.9 Various consignment methods 1.4 Relevant codes of practice and legislative requirements including local and international freight regulations including: 1.4.1 Regulations and codes of practice for international and domestic freight transport 1.4.2 International standards and certification requirements 1.4.3 Hours of operation 1.4.4 Relevant regulations 1.4.5 Typical problems that can occur when providing freight forwarding services to customers and related appropriate action that can be taken to prevent or solve these problems 1.4.6 Workplace procedures, policies and	1.6 Interpreting and following operational instructions and prioritising work 1.7 modelling excellence in providing freight forwarding information and customer service 1.8 Modifying activities depending on operational contingencies, risk situations and environments 1.9 Monitoring work activities in terms of planned schedule 1.10 Overseeing a team providing freight forwarding information and customer service 1.11 Providing information to customers on freight forwarding operations 1.12 Reading and interpreting relevant instructions, procedures, information and signs 1.13 Reporting and/or rectifying identified problems promptly, in accordance with regulatory

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		protocols for providing freight forwarding services to customers.	requirements and workplace procedures 1.14 Responding appropriately to cultural differences in the workplace 1.15 Retaining records and documentation 1.16 Working collaboratively with others when providing freight forwarding services to customers 1.17 Working systematically
2 Monitor transport status	2.1 Advanced copies of shipping documents are gathered. 2.2 Advance transport documents are checked and verified 2.3 Updated transport information is requested from overseas agent. 2.4 Any discrepancy noted in the transport document is communicated to overseas agent for necessary correction in accordance with workplace procedure.	2.1 International standards, criteria and certification requirements 2.2 Customer information including: 2.2.1 Documentation 2.2.2 Freight charges 2.2.3 General freight forwarding requirements 2.2.4 Customer service policies and procedures 2.3 Parameters of freight forwarding services relevant to customer requirements including: 2.3.1 Fiduciary and legal responsibilities 2.3.2 Insurance requirements 2.3.3 Payment requirements and procedures	2.1 Advising on relevant regulations and required documentation 2.2 Applying relevant codes of practice and legislative requirements including local and international freight 2.3 Communicating effectively with others when providing freight forwarding services to customers 2.4 Creating documentation related to providing freight forwarding services to customers

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	2.5 Final transport documents are forwarded to documentation clerk for preparation and submission of manifest in accordance with regulatory and workplace procedure.	2.3.4 Relevant legislative requirements 2.3.5 Required import and export documentation 2.3.6 Service costs 2.3.7 Types of transport modes 2.3.8 Various consignment methods 2.4 Relevant codes of practice and legislative requirements including local and international freight regulations including: 2.4.1 Regulations and codes of practice for international and domestic freight transport 2.4.2 Philippine and international standards and certification requirements 2.5 Requirements for work including: 2.5.1 Authorities and permits 2.5.2 Freight forwarding protocols 2.5.3 Hours of operation 2.5.4 Relevant regulations 2.5.5 Workplace operations 2.6 Typical problems that can occur when providing freight forwarding services to	2.5 Interpreting and following operational instructions and prioritizing work 2.6 Modelling excellence in providing freight forwarding information and customer service 2.7 Modifying activities depending on operational contingencies, risk situations and environments 2.8 Overseeing a team providing freight forwarding information and customer service 2.9 Providing information to customers on freight forwarding operations 2.10 Reporting and/or rectifying identified problems promptly, in accordance with regulatory requirements and workplace procedures 2.11 Responding appropriately to cultural differences in the workplace 2.12 Retaining records and documentation

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		customers and related appropriate action that can be taken to prevent or solve these problems 2.7 Workplace procedures, policies and protocols for providing freight forwarding services to customers	
3. Provide arrival details and charges to customer	3.1 Cargo information and local charges are gathered. 3.2 Cargo status is coordinated with concerned parties. 3.3. Import records are kept and retained within prescribed retention period for reportorial purposes.	3.1 Documents pertaining to a particular shipment 3.2 Breakdown of freight and other related charges 3.3 Types of carrier and freight forwarder charges 3.4 Freight forwarding protocols 3.5 Terms of payment with the consignee or importer 3.6 Retaining of records and documentation	3.1 Communication skills with overseas agent and the customer 3.2 Handling customer objections and concerns 3.3 Mathematical skills

RANGE OF VARIABLES

VARIABLE	RANGE
1. Customer	May include: 1.1 internal 1.2 external
2. Transport Information	May include: 2.1 carriers charges 2.2 transport charges 2.3 cargo details (dimension, weight, & volume) 2.4 special handling instruction 2.5 routing 2.6 shipping schedule
3. Import Records	May include: 3.1 Bill of lading 3.2 Shipper's Invoice/ packing list 3.3 Cargo Manifest 3.4 E-mails 3.5 Debit and credit to overseas agent 3.6 Delivery order 3.7 Invoice/s
4. Advance Transport Documents	May include: 4.2 Freight manifest 4.3 Consolidation manifest or rider 4.4 Invoices 4.5 Packing list
5. Overseas Agent	May include: 5.1 Network partner 5.2 Own branch/ office 5.3 Independent agent 5.4 Principal

EVIDENCE GUIDE

1.Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 Dealt with customer freight forwarding inquiries 1.2 Explained freight forwarding process 1.3 Completed organizational process 1.4 Applied relevant legislation and workplace procedures 1.1 Applied other relevant aspects of the range statement
2. Resource Implications	<p>The following resources should be planned:</p> <ul style="list-style-type: none"> 2.1 Workplace location 2.2 Materials and human resources relevant to the unit of competency 2.3 Relevant and appropriate materials and equipment, and tools 2.4 Applicable documentation including workplace procedures, regulations, codes of practice and operation manuals 2.5 Financial resources
3. Methods of Assessment	<p>Competency in this unit may be assessed through:</p> <ul style="list-style-type: none"> 3.1 Written test 3.2 Direct observation 3.3 Demonstration with questioning 3.4 Interview 3.5 Case study 3.6 Work related project 3.7 Portfolio assessment
4. Context of Assessment	<ul style="list-style-type: none"> 4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

UNIT OF COMPETENCY: PROMOTE AND DEVELOP FREIGHT SERVICES TO CUSTOMERS

UNIT CODE : MTO333302

UNIT DESCRIPTOR : This unit involves the skills and knowledge required in promoting and developing freight services to customers. It includes recognizing opportunities to promote services, establish, and maintain contact with customers.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Recognize opportunities to promote freight services	1.1 Other freight services available for <i>cross-selling</i> are identified based on client needs and requirements 1.2 Types of services applicable to clients' requirements are determined. 1.3 Features of services are explained in relation to customer's current/potential other requirements 1.4 Client is referred to sales and marketing department for handling and proper action.	1.1 Relevant regulatory requirements 1.2 Workplace protocols and procedures for the marketing of services and products to clients 1.3 Relevant workplace business marketing policies and practices, including requirements for the maintenance of security and confidentiality 1.4 Focus on the improvement of import operation 1.5 Relevant OH&S and environmental protection policies and procedures 1.6 Strategies to implement continuous improvement processes	1.1 Communicate effectively with others when marketing services and products to clients 1.2 Read and interpret instructions, procedures and information relevant to the marketing of services and products to clients 1.3 Complete documentation related to the marketing of services and products to clients 1.4 Operate electronic communication equipment to required protocol 1.5 Work collaboratively with others when marketing services and products to clients 1.6 Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
			1.7 Promptly report and/or rectify any identified problems that may arise when marketing services and products to clients 1.8 Monitor work activities in terms of planned schedule 1.9 Identify improvements to services, resource allocation and use 1.10 Select and appropriately apply technology, information systems and procedures to complete workplace tasks 1.11 Operate and adapt to differences in equipment in accordance with standard operating procedures
2 Provide updates on Industry trends and government regulations	2.1 Industry trends and new government regulations are familiarized 2.2 Information updates are disseminated to all concerned parties in accordance with the workplace procedures 2.3 Implementation of <i>new regulations</i> is monitored in accordance with	2.1 Relevant regulatory requirements 2.2 Workplace protocols and procedures for the marketing of services and products to clients 2.3 Relevant workplace business marketing policies and practices, including requirements for	2.1 Read and interpret instructions, procedures and information relevant to the marketing of services and products to clients 2.2 Operate electronic communication equipment to required protocol 2.3 Work collaboratively with others when marketing services

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	workplace procedures	the maintenance of security and confidentiality 2.4 New developments in the marketplace 2.5 New developments and changes in government regulations	and products to clients 2.4 Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others 2.5 Monitor work activities in terms of planned schedule 2.6 Identify improvements to services, resource allocation and use
3 Maintain and strengthen relationship with customers	3.1 Regular communication with clients is maintained in order to establish quick response to their requirements 3.2 Special occasions and events such as company anniversaries are acknowledged 3.3 Feedbacks and updates from clients are reported to concerned parties in the company for proper follow up actions in accordance to workplace procedure	3.1 Calendar of special events or occasions 3.2 Customer profile 3.3 Escalation process 3.4 Telephone techniques 3.5 Relevant regulatory developments	3.1 Interpersonal skills 3.2 Communication skills 3.3 Customer service skills 3.4 Telephone skills 3.5 Work collaboratively with others when marketing services and products to clients

RANGE OF VARIABLES

VARIABLE	RANGE
1. Cross Selling	May include: 3.1 Warehousing 3.2 Value-added logistics services 3.3 Domestic freight forwarding 3.4 Last mile delivery
2. New Regulations	May include: 3.1 Government agencies 3.2 Licenses and permits 3.3 Customs memo orders 3.4 Road use regulations 3.5 Clean Air Act 3.6 Toll fees 3.7 Routing and re-routing schemes 3.8 Dangerous goods handling 3.9 OSHA updates
3. Feedback and updates from clients	May include: 3.1 New potential business opportunities 3.2 Increase or decrease in production 3.3 Referral 3.4 Service satisfaction 3.5 Customer complaints or claims 3.6 Competitors

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: Recognized opportunities to promote products and services 1.1 Established and maintained contact with clients 1.2 Initiated sales 1.3 Conducted after sales activity
2. Resource Implications	The following resources should be provided 2.1 Workplace location 2.2 Relevant and appropriate materials and equipment relevant to the unit of competency 2.3 applicable documentation including workplace procedures, regulations, codes of practice and operation manuals
3. Methods of Assessment	Competency in this unit maybe assessed through: 3.1 Written Test 3.2 Direct observation and oral questioning 3.3 Demonstration with questioning 3.4 Interview 3.5 Portfolio Assessment 3.6 Work Related Project
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

UNIT OF COMPETENCY: **EVALUATE AND CONFIRM CUSTOMER FREIGHT TRANSPORT REQUIREMENTS**

UNIT CODE : **MTO333303**

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to assess and confirm customer's transport requirements for seafreight import.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Familiarize with client's transport requirements	1.1 Cargo specifications, nature and characteristics , size and measurements, weight are identified 1.2 Regulatory and applicable transport procedures , methods / modes, schedules and routes, are identified in accordance with transport requirements. 1.3 Specific transport requirements are identified and evaluated in accordance with operational capabilities and resources. 1.4 Risk assessment of transport service is undertaken in accordance with workplace policy and procedures	1.1. Relevant regulatory and code requirements including characteristics, mass and load regulations 1.2. Relevant OH&S and environmental protection policies and procedures 1.3. Workplace protocols and procedures for the assessing and confirming customer transport requirements 1.4. Strategies to implement continuous improvement processes 1.5. Typical problems that can occur when assessing and confirming customer transport requirements	1.1 Communicate effectively with customers, suppliers, government agencies, and other relevant parties when assessing and confirming customer transport requirements 1.2 Coordinate and collaborate with customers, suppliers, government agencies, and other relevant parties when assessing and confirming customer transport requirements 1.3 Read and interpret data, instructions, procedures, and other information relevant to the assessment and confirmation of customer transport requirements 1.4 Complete documentation related to the assessment and confirmation of customer transport requirements

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
			<p>1.6. Select and appropriately apply technology, information systems, procedures, equipment, tools, manpower and other resources to complete workplace tasks</p> <p>1.7. Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</p> <p>1.8. Modify activities depending on differing operational contingencies, risk situations and environments</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
2. Assess operations to meet customer's transport requirements	2.1 Any deviation on the transport plan is communicated in accordance with workplace procedures 2.2 Potential challenges and risks are assessed for any contingency plan 2.3 Progress report on execution of the transport plan is reported in accordance with workplace procedure. 2.4 Confirmation on operating plan agreed with the customer is checked with the sales department in accordance to company procedure 2.5 Other concerned departments in providing the service are involved in the agreements with the customer 2.6 Confirmation of agreement is re-confirmed on transport methodology with the customer	2.1 Relevant regulatory and code requirements including characteristics, mass and load regulations 2.2 Relevant OH&S and environmental protection policies and procedures 2.3 Workplace protocols and procedures for the assessing and confirming customer transport requirements 2.4 Strategies to implement continuous improvement processes 2.5 Typical problems that can occur when assessing and confirming customer transport requirements and related appropriate action that can be taken 2.6 Relevant regulatory and code requirements including characteristics, mass and load regulations 2.7 Relevant OH&S and environmental protection policies and procedures 2.8 Workplace protocols and procedures for the assessing and	2.1 Effective communication skills to assess and confirm customer transport requirements 2.2 Coordination and Collaboration skills with customers, suppliers, government agencies 2.3 Read and interpret instructions, procedures, signs and other information relevant to the assessment and confirmation of customer transport requirements 2.4 Interpret and follow operational instructions and prioritize work 2.5 Complete documentation related to the assessment and confirmation of customer transport requirements 2.6 Monitor work activities in terms of planned schedule 2.7 Modify activities depending on differing operational contingencies, risk situations and environments 2.8 Communicate effectively with customers, suppliers, government

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		<p>confirming customer transport requirements</p> <p>2.9 Strategies to implement continuous improvement processes</p> <p>2.10 Typical problems that can occur when assessing and confirming customer transport requirements and related appropriate action that can be taken</p>	<p>agencies, and other relevant parties when assessing and confirming customer transport requirements</p> <p>2.9 Coordinate and Collaborate with customers, suppliers, government agencies, and other relevant parties when assessing and confirming customer transport requirements</p> <p>2.10 Comprehension skills to interpret instructions, procedures, signs and other information relevant to the assessment and confirmation of customer transport requirements</p> <p>2.11 Complete documentation related to the assessment and confirmation of customer transport requirements</p> <p>2.12 Reporting skills in verbal and written form</p> <p>2.13 Adaptation skills in response to operational contingencies and risk situations</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
3. Confirm agreement on customer's transport requirements	<p>3.1 Confirmation on operating plan agreed with the customer is checked with the sales department in accordance to company procedures</p> <p>3.2 Other concerned departments in providing the service are involved in the agreements with the customer</p> <p>3.1 Confirmation of agreement is re-confirmed on <i>transport methodology</i> with the customer</p>	<p>3.1 Relevant regulatory and code requirements including characteristics, mass and load regulations</p> <p>3.2 Relevant OH&S and environmental protection policies and procedures</p> <p>3.3 Workplace protocols and procedures for the assessing and confirming customer transport requirements</p> <p>3.4 Strategies to implement continuous improvement processes</p> <p>3.5 Typical problems that can occur when assessing and confirming customer transport requirements and related appropriate action that can be taken</p>	<p>3.1 Effective communication skills to assess and confirm customer transport requirements</p> <p>3.2 Coordination and Collaboration skills with customers, suppliers, government agencies</p> <p>3.3 Read and interpret instructions, procedures, signs and other information relevant to the assessment and confirmation of customer transport requirements</p> <p>3.4 Interpret and follow operational instructions and prioritize work</p> <p>3.5 Complete documentation related to the assessment and confirmation of customer transport requirements</p> <p>3.6 Monitor work activities in terms of planned schedule</p> <p>3.7 Modify activities depending on differing operational contingencies, risk situations and environments</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Cargo specifications, nature and characteristics	May include: 1.1 Packaging 1.2 Weight and dimensions 1.3 Category or class 1.4 Dangerous or restricted cargo 1.5 General cargo
2. Regulatory and applicable transport procedures	May include: 2.1 Restrictions by country of origin 2.2 Palletized / crated 2.3 Containerized 2.4 Clean Air Act 2.5 Packaged or loose 2.6 In gas, liquid or solid form 2.7 Rolling cargo 2.8 Special cargo handling procedures 2.9 Special permits and documentation
3. Risk Assessment	May involve: 3.1 single and multi-site location 3.2 temperature controlled / perishable stock 3.3 live stock 3.4 dangerous goods 3.5 hazardous substances 3.6 specific security arrangements 3.7 oversized/ out of gauge /heavy lift 3.8 Valuable 3.9 Human remains
4. Transport Methodology	May include: 4.1 Roll-on, roll off 4.2 Cradle for oversized cargo 4.3 Bulk 4.4 Containerized 4.5 Routing 4.6 Combination of air-sea mode 4.7 Cross border 4.8 Sea and land transport

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Assessed cargoes to be transported 1.2 Determined transit requirements 1.3 Ensured complete documentation
2. Resource Implications	The following resources should be provided: 2.1 Workplace location 2.2 Materials and human resources relevant to the unit of competency 2.3 Relevant and appropriate materials and equipment, and tools 2.4 Applicable documentation including workplace procedures, regulations, codes of practice and operation manuals 2.5 Financial resources
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Written test 3.2 Direct observation 3.3 Demonstration with questioning 3.4 Interview 3.5 Case study 3.6 Work related project 3.7 Portfolio assessment
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

UNIT OF COMPETENCY: **MONITOR AND COORDINATE TRANSPORT EXECUTION AND DOCUMENTATION**
UNIT CODE : **MTO333304**

UNIT DESCRIPTOR : This unit involves the skills and knowledge required to monitor and coordinate the transport execution and documentation of cargo, in compliance with confirmed customer's requirements, freight arrangements and to communicate with overseas agents and other entities. Legislative, regulatory or certification requirements are applicable to this unit.

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
1. Coordinate execution of transport plan	1.1 <i>Shipping instruction</i> is provided to overseas agent and other concerned parties 1.2 Schedule of pick-up, departure and arrival dates and routes are determined in accordance with agreed transport plan. 1.3 Draft of transport documents are obtained from <i>overseas agent</i> for checking of accuracy in accordance with shipping instructions and workplace procedures 1.4 Final transport documents and other shipping requirements are obtained immediately upon departure 1.5 <i>Final transport documents</i> are provided to documentation clerk and liaison staff for proper documentation and processing.	1.1. Relevant regulatory and code requirements including characteristics, mass and load regulations 1.2. Environmental protection policies and procedures 1.3. Workplace protocols and procedures for the monitoring to customers requirements customer transport requirements 1.4. Strategies to implement continuous improvement processes 1.5. Typical problems that can occur when assessing and confirming customer transport requirements and related appropriate action that can be taken	1.1. Communicate effectively with customers, suppliers, government agencies, and other relevant parties when monitoring compliance to confirmed customer transport requirements 1.2. Coordinate and collaborate with customers, suppliers, government agencies, and other relevant parties when monitoring compliance to customer transport requirements 1.3. Read and interpret data, instructions, procedures, signs and other information relevant to the monitoring compliance to customer transport requirements 1.4. Interpret and follow operational instructions and prioritize work 1.5. Complete documentation

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
			<p>related to the monitoring compliance to customer transport requirements</p> <p>1.6. Select and appropriately apply technology, information systems, procedures, equipment, tools, manpower and other resources to complete workplace tasks</p> <p>1.7. Adapt appropriately to cultural differences in the workplace, including modes of behavior and interactions with others</p> <p>1.8. Check on status of work activities and identify areas for improvement.</p> <p>1.9. Modify activities depending on differing operational contingencies, risk situations and environments</p> <p>1.10. Work systematically with required attention to details without injury to self or others, or damage to goods or equipment</p>
2. Monitor transport status of cargo	<p>2.1 Confirmation of dispatch of freight from origin country is obtained from overseas agent</p> <p>2.2 Arrival of cargo at port of entry is confirmed with shipping line</p>	<p>2.1 Relevant regulatory and code requirements including characteristics, mass and load regulations</p> <p>2.2 Relevant OH&S policies and procedures</p>	<p>2.1 Communicate effectively with customers, suppliers, government agencies, and other relevant parties</p> <p>2.2 Coordinate and Collaborate with customers, suppliers, government agencies, and other relevant parties when</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
	<p>2.3 Cargo in transit is regularly tracked and traced in accordance with workplace procedure</p> <p>2.4 Processing of documents by documentation clerk and liaison staff is monitored and coordinated in accordance with workplace procedures and timelines.</p> <p>2.5 Liquidation of expenses of liaison and documentation clerk are checked in accordance with workplace procedures and timelines.</p>	<p>2.3 Workplace protocols and procedures for coordinating customers' requirements</p> <p>2.4 Strategies to implement continuous improvement processes</p> <p>2.5 Typical problems that can occur when coordinating customer transport requirements and related appropriate action that can be taken</p>	<p>coordinating customer transport requirements</p> <p>2.3 Read and interpret data, instructions, procedures, signs and other information relevant to the coordinating customer transport requirements</p> <p>2.4 Interpret and follow operational instructions and prioritize work</p> <p>2.5 Adaptation skills towards different kinds of people</p> <p>2.6 Promptly report and/or rectify any identified problems that may arise when coordinating customer transport requirements</p>
3. Report cargo transport status	<p>3.1 <i>Any deviation or irregularities</i> in the transport plan is reported and coordinated with superior and other concerned parties in accordance with workplace procedure.</p> <p>3.2 Proof of delivery is provided to the client, agent and other concerned parties.</p> <p>3.3 Status of cargo is communicated to client in accordance with workplace procedure.</p> <p>3.4 <i>Statistical reports</i> submitted by documentation clerk are validated and checked prior to submission to superior.</p>	<p>3.1. Relevant regulatory and code requirements including characteristics, mass and load regulations</p> <p>3.2. Relevant OH&S and environmental protection policies and procedures</p> <p>3.3. Workplace protocols and procedures for coordinating customers' requirements</p> <p>3.4. Strategies to implement continuous improvement processes</p> <p>3.5. Typical problems that can occur when coordinating customer transport requirements and</p>	<p>3.1. Communicate effectively with customers, suppliers, government agencies, and other relevant parties when coordinating confirmed customer transport requirements</p> <p>3.2. Coordinate and Collaborate with customers, suppliers, government agencies, and other relevant parties when coordinating customer transport requirements</p> <p>3.3. Read and interpret data, instructions, procedures, signs and other information relevant</p>

ELEMENT	PERFORMANCE CRITERIA <i>Italicized</i> terms are elaborated in the Range of Variable	REQUIRED KNOWLEDGE	REQUIRED SKILLS
		related appropriate action that can be taken	<p>to the coordinating customer transport requirements</p> <p>3.4. Interpret and follow operational instructions and prioritize work</p> <p>3.5. Complete documentation related to the coordinating customer transport requirements</p> <p>3.6. Promptly report and/or rectify any identified problems that may arise when coordinating customer transport requirements</p>

RANGE OF VARIABLES

VARIABLE	RANGE
1. Shipping Instructions	May include: 1.1 Freight routing 1.2 Port of origin or loading 1.3 Port of destination
2. Overseas Agent	2.1 Incoterms 2.2 International partner 2.3 Freight network member 2.4 Own office or branch 2.5 Origin or destination agent
3. Final Transport Documents	May include: 3.1 Delivery order 3.2 Master bill of lading 3.3 House bill of lading 3.4 Rider Manifest 3.5 Commercial invoice 3.6 Packing list
4. Any deviation or irregularities	May include: 4.1 Shortlanded or shortshipped cargo 4.2 Damaged cargo 4.3 Erroneous documentation 4.4 Lost documents 4.5 Wrong freight computation 4.6 Delayed loading, unloading, berthing and arrival of vessel 4.7 Late submission of e-manifest 4.8 System failures
5. Statistical Reports	May include: 5.1 Government required reports 5.2 Volume performance reports 5.3 Graph presentation 5.4 Historical performance reports

EVIDENCE GUIDE

1. Critical Aspects of Competency	Assessment requires evidence that the candidate: 1.1 Confirmed customer requirements 1.2 Organized freight arrangements 1.3 Communicated with shipping agents and authorities 1.4 Applied relevant legislation and workplace procedures 1.5 Applied other relevant aspects of the range statement
2. Resource Implications	The following resources should be provided: 2.1 Workplace location 2.2 Materials relevant to the unit of competency 2.3 Technical plans, drawings and specifications relevant to the activities 2.4 Relevant and appropriate materials and equipment, and applicable documentation including workplace procedures, regulations, codes of practice and operation manuals 2.5 Financial resources
3. Methods of Assessment	Competency in this unit may be assessed through: 3.1 Written test 3.2 Direct observation 3.3 Demonstration with questioning 3.4 Interview 3.5 Case study 3.6 Work related project 3.7 Portfolio assessment
4. Context of Assessment	4.1 Competency maybe assessed in actual workplace or at the designated TESDA accredited Assessment Center.

SECTION 3 TRAINING ARRANGEMENT

This set of standards provides Technical and Vocational Education and Training (TVET) providers with information and other important requirements to consider when designing training programs for **MULTIMODAL TRANSPORT OPERATION AND LOGISTICS (SEAFREIGHT IMPORT) SERVICES NC III**.

This includes information on curriculum design; training delivery; trainee entry requirements; tools and equipment; training facilities; and trainer's qualification and institutional assessment.

3.1 CURRICULUM DESIGN

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

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

Course Title: **MULTIMODAL TRANSPORT OPERATION AND LOGISTICS (SEAFREIGHT IMPORT) SERVICES** NC Level: **NC III**

Nominal Training Duration:

No. of Hours	Coverage
40 Hrs.	Basic Competencies
48 Hrs.	Common Competencies
<u>65 Hrs.</u>	Core Competencies
153 Hrs.	
<u>108 Hrs.</u>	SIL
261 Hrs.	Total

Course Description:

This course is designed to provide the learner with knowledge, practical skills and attitude, applicable in providing transport information to customers, promoting and developing services to customers, evaluating and confirming customer freight transport requirements and monitoring and coordinating transport execution and documentation. This include classroom learning activities and practical work in actual work site or simulation area.

The training institution has the option to introduce other methodologies to deliver the program or the course and to partner with other individuals/organizations that would be able to provide training resources in the conduct of the course.

Upon completion of the course, the learners are expected to demonstrate the above-mentioned competencies to be employed. To obtain this, all units prescribed for this qualification must be achieve.

**BASIC COMPETENCIES – NATIONAL CERTIFICATE NC III
(40 HOURS)**

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
1. Lead workplace communication	1.1 Communicate information about workplace processes	<ul style="list-style-type: none"> • Read <ul style="list-style-type: none"> ○ Effective verbal communication methods ○ Sources of information • Practice organizing information • Identify organization requirements for written and electronic communication methods • Follow organization requirements for the use of written and electronic communication methods • Perform exercises on understanding and conveying intended meaning scenario 	<ul style="list-style-type: none"> • Lecture • Demonstration • Practical exercises • Role Play 	<ul style="list-style-type: none"> • Written Test • Observation 	2 Hours
	1.2 Lead workplace discussions	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Organizational policy on production, quality and safety ○ Goals/ objectives and action plan setting • Read <ul style="list-style-type: none"> ○ Effective verbal communication methods • Prepare/set action plans based on organizational goals and objectives 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration 	<ul style="list-style-type: none"> • Oral evaluation • Written Test • Observation 	2 Hours
	1.3 Identify and communicate issues arising in the workplace	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Organizational policy in dealing with issues and problems 	<ul style="list-style-type: none"> • Group discussion • Lecture 	<ul style="list-style-type: none"> • Oral evaluation • Written Test 	2 Hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Read • Effective verbal communication methods 			
2. Lead small teams	2.1 Provide team leadership	<ul style="list-style-type: none"> • Discussion of Company policies and procedures • Read web pages on situational leadership • Role play on situational leadership 	<ul style="list-style-type: none"> • Group work • Role Play • Lecture/ Discussion • Individual Work 	<ul style="list-style-type: none"> • Role Play • Written Test 	1 Hour
	2.2 Assign responsibilities	<ul style="list-style-type: none"> • Read web pages on performance management • Case study on allocating roles and responsibilities based on competencies of current staff 	<ul style="list-style-type: none"> • Individual Work • Case Study 	<ul style="list-style-type: none"> • Role Play • Written Test 	1 Hour
	2.3 Set performance expectations for team members	<ul style="list-style-type: none"> • Role play to communicate performance expectations with staff • Discussion on performance issues 	<ul style="list-style-type: none"> • Lecture/ Discussion • Role Play 	<ul style="list-style-type: none"> • Role Play • Written Test 	1 Hour
	2.4 Supervise team performance	<ul style="list-style-type: none"> • Discussion on performance monitoring • Role play on providing feedback on performance • Role play on performance coaching • Discussion on keeping the team informed of team performance • Case study on Team performance monitoring and feedback 	<ul style="list-style-type: none"> • Lecture/ Discussion • Role Play • Case Study 	<ul style="list-style-type: none"> • Role Play • Written Test 	1 Hour
3. Apply critical thinking and problem-solving techniques in the workplace	3.1 Examine specific workplace strategies	<ul style="list-style-type: none"> • Show thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration • Role playing 	<ul style="list-style-type: none"> • Case Formulation • Life Narrative Inquiry (Interview) 	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Show mastery of the current industry hardware and software products and services • Discuss process of identification of fundamental causes of specific workplace challenges • Show mastery of knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations <ul style="list-style-type: none"> - Relevant equipment and operational processes - Enterprise goals, targets and measures - Enterprise quality OHS and environmental requirement - Enterprise information systems and data collation - Industry codes and standards 		<ul style="list-style-type: none"> • Standardized test 	
	3.2 Analyze the causes of specific workplace challenges	<ul style="list-style-type: none"> • Show thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations • Show mastery of the current industry hardware and software products and services • Discuss process of identification of fundamental causes of specific workplace challenges 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration • Role playing 	<ul style="list-style-type: none"> • Case Formulation • Interview • Standardized test 	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Show mastery of knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations <ul style="list-style-type: none"> - Relevant equipment and operational processes - Enterprise goals, targets and measures - Enterprise quality OHS and environmental requirement - Enterprise information systems and data collation - Industry codes and standards • Identify extent and causes of specific challenges in the workplace • Use of range of analytical problem-solving techniques • Formulate clear-cut findings on the nature of each identified workplace challenges 			
	3.3 Formulate resolutions to specific workplace challenges	<ul style="list-style-type: none"> • Show thorough knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations • Show mastery of the current industry hardware and software products and services • Discuss process of identification of fundamental causes of specific workplace challenges 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration • Role playing 	<ul style="list-style-type: none"> • Case Formulation • Life Narrative Inquiry (Interview) • Standardized test 	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Show mastery of knowledge and understanding of the process, normal operating parameters, and product quality to recognize non-standard situations <ul style="list-style-type: none"> - Relevant equipment and operational processes - Enterprise goals, targets and measures - Enterprise quality OHS and environmental requirement - Enterprise information systems and data collation - Industry codes and standards • Identify extent and causes of specific challenges in the workplace • Use of range of analytical problem-solving techniques 			
	3.4 Implement action plans and communicate results	<ul style="list-style-type: none"> • Identify extent and causes of specific challenges in the workplace • Use of range of analytical problem-solving techniques • Formulate clear-cut findings on the nature of each identified workplace challenges • Discuss strategies on devising, communicating, implementing and evaluating strategies and techniques in addressing specific workplace challenges 	<ul style="list-style-type: none"> • Group discussion • Lecture • Demonstration • Role playing 	<ul style="list-style-type: none"> • Case Formulation • Life Narrative Inquiry (Interview) • Standardized test 	1Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
4. Work in a Diverse environment	4.1 Develop an individual's cultural awareness and sensitivity	<ul style="list-style-type: none"> • Show understanding of cultural diversity in the workplace • Recognize norms of behavior for interacting and dialogue with specific groups (e. g., Muslims and other non-Christians, non-Catholics, tribes/ethnic groups, foreigners) • Demonstrate different methods of verbal and non-verbal communication in a multicultural setting • Apply cross-cultural communication skills (i.e. different business ethics , beliefs, communication strategies) • Show affective skills – establishing rapport and empathy, understanding, etc. • Demonstrate openness and flexibility in communication • Recognize diverse groups in the workplace and community as defined by divergent culture, religion, traditions and practices 	<ul style="list-style-type: none"> • Small Group Discussion • Interactive Lecture • Brainstorming • Demonstration • Role-playing 	<ul style="list-style-type: none"> • Demonstration or simulation with oral questioning • Group discussions and interactive activities • Case studies/ problems involving workplace diversity issues • Written examination • Role Playing 	1 Hour
	4.2 Work effectively in an environment that acknowledges and values cultural diversity	<ul style="list-style-type: none"> • Explain the value of diversity in the economy and society in terms of Workforce development • Discuss the importance of inclusiveness in a diverse environment • Discuss the importance of shared vision and understanding of and commitment to team, departmental, 	<ul style="list-style-type: none"> • Small Group Discussion • Interactive Lecture • Brainstorming • Demonstration • Role-playing 	<ul style="list-style-type: none"> • Demonstration or simulation with oral questioning • Group discussions and interactive activities • Case studies/ problems 	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		and organizational goals and objectives <ul style="list-style-type: none"> • Identify and exhibit strategies for customer service excellence • Demonstrate cross-cultural communication skills and active listening • Recognize diverse groups in the workplace and community as defined by divergent culture, religion, traditions and practices • Demonstrate collaboration skills 		involving workplace diversity issues <ul style="list-style-type: none"> • Written examination • Role Playing 	
	4.3 Identify common issues in a multicultural and diverse environment	<ul style="list-style-type: none"> • Explain the value, and leverage of cultural diversity • Discuss the inclusivity and conflict resolution • Describe the workplace harassment • Explain the change management and cite ways to overcome resistance to change • Demonstrate advanced strategies for customer service excellence • Address diversity-related conflicts in the workplace • Eliminate discriminatory behavior towards customers and co-workers • Utilize change management policies in the workplace 	<ul style="list-style-type: none"> • Small Group Discussion • Interactive Lecture • Brainstorming • Demonstration • Role-playing 	<ul style="list-style-type: none"> • Demonstration or simulation with oral questioning • Group discussions and interactive activities • Case studies/problems involving workplace diversity issues • Written examination • Role Playing 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
5. Propose methods of applying learning and innovation in the organization	5.1 Assess work procedures, processes and systems in terms of innovative practices	<ul style="list-style-type: none"> • Show mastery of the following practical concepts (e.g., 7 habits of highly effective people, character strengths that foster learning and innovation, five minds of the future, adaptation concepts and theoretical model of behavior change) • Demonstrate collaboration and networking skills • Show basic skills in research • Generate practical insights on how to improve organizational procedures, processes and systems 	<ul style="list-style-type: none"> • Interactive Lecture • Appreciative Inquiry • Demonstration • Group work 	<ul style="list-style-type: none"> • Psychological and behavioral Interviews • Performance Evaluation • Life Narrative Inquiry • Review of portfolios of evidence and third-party workplace reports of on-the-job performance. • Standardized assessment of character strengths and virtues applied 	1 Hour
	5.2 Generate practical action plans for improving work procedures, processes	<ul style="list-style-type: none"> • Show mastery of the following practical concepts (e.g., 7 habits of highly effective people, character strengths that foster learning and innovation, five minds of the future, adaptation concepts and transtheoretical model of behavior change) • Demonstrate collaboration and networking skills • Show basic skills in research 	<ul style="list-style-type: none"> • Interactive Lecture • Appreciative Inquiry • Demonstration • Group work 	<ul style="list-style-type: none"> • Psychological and behavioral Interviews • Performance Evaluation • Life Narrative Inquiry • Review of portfolios of evidence and third-party workplace 	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Generate practical insights on how to improve organizational procedures, processes and systems • Set up action plans on how to apply innovative procedures in the organization • Set up action plans on how to apply innovative procedures in the organization • Generate practical insights on how to improve organizational procedures, processes and systems 		reports of on-the-job performance. <ul style="list-style-type: none"> • Standardized assessment of character strengths and virtues applied 	
	5.3 Evaluate the effectiveness of the proposed action plans	<ul style="list-style-type: none"> • Show mastery of the following practical concepts (e.g., 7 habits of highly effective people, character strengths that foster learning and innovation, five minds of the future, adaptation concepts and theoretical model of behavior change) • Demonstrate collaboration and networking skills • Show basic skills in research • Generate practical insights on continuous improvement 	<ul style="list-style-type: none"> • Interactive Lecture • Appreciative Inquiry • Demonstration • Group work 	<ul style="list-style-type: none"> • Psychological and behavioral Interviews • Performance Evaluation • Life Narrative Inquiry • Review of portfolios of evidence and third-party workplace reports of on-the-job performance. • Standardized assessment of character strengths and virtues applied 	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
6. Use information systematically	6.1 Use technical information	<ul style="list-style-type: none"> • Lecture and discussion on: <ul style="list-style-type: none"> - Application in collating information - Procedures for inputting, maintaining and archiving information - Guidance to people who need to find and use information • Organizing information into a suitable form for reference and use • Classify stored information for identification and retrieval • Operate the technical information system by using agreed procedures 	<ul style="list-style-type: none"> • Lecture • Group Discussion • Hands on • Demonstration 	<ul style="list-style-type: none"> • Oral evaluation • Written Test • Observation • Presentation 	4 Hours
	6.2 Apply information technology	<ul style="list-style-type: none"> • Lecture and discussion on: <ul style="list-style-type: none"> - Attributes and limitations of available software tool - Procedures and work instructions for the use of IT - Operational requirements for IT systems - Sources and flow paths of data - Security systems and measures that can be used - Methods of entering and processing information • Use procedures and work instructions for the use of IT • Extract data and format reports • Use WWW applications 	<ul style="list-style-type: none"> • Lecture • Group Discussion • Self-paced handout/ module • Hands on • Demonstration 	<ul style="list-style-type: none"> • Oral evaluation • Written Test • Observation • Presentation 	2 Hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	6.3 Edit, format and Check information	<ul style="list-style-type: none"> • Lecture and discussion on: <ul style="list-style-type: none"> - Basic file-handling techniques - Techniques in checking documents - Techniques in editing and formatting - Proof reading techniques • Use different techniques in checking documents • Edit and format information applying different techniques • Proof read information applying different techniques 	<ul style="list-style-type: none"> • Lecture • Group Discussion • Self-paced handout/ module • Hands on • Demonstration 	<ul style="list-style-type: none"> • Oral evaluation • Written Test • Observation • Presentation 	2 Hours
7. Evaluate Occupational Safety And Health Work Practices	7.1 Interpret Occupational Safety and Health practices	<ul style="list-style-type: none"> • Discuss the OSH standards, principles and legislations • Identify OSH work practices issues • Discuss standard safety requirements 	<ul style="list-style-type: none"> • Lecture • Group Discussion 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / Questioning 	1.5 hours
	7.2 Set OSH work targets	<ul style="list-style-type: none"> • Discussion in actions plans that are necessary in achieving the OSH target 	<ul style="list-style-type: none"> • Lecture • Group Discussion 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / Questioning 	1 Hour
	7.3 Evaluate effectiveness of Occupational Safety and Health work instructions	<ul style="list-style-type: none"> • Practice evaluating safety data (Historical or Simulated) 	<ul style="list-style-type: none"> • Lecture • Group Discussion 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / Questioning 	1.5 hours
8. Evaluate Environmental Work Practices	8.1 Interpret environmental practices, policies and procedures	<ul style="list-style-type: none"> • Discussion Environmental Issues regarding <ul style="list-style-type: none"> - Water Quality - National and Local Government Issues 	<ul style="list-style-type: none"> • Lecture • Group Discussion • Demonstration 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation 	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> - Safety - Endangered Species - Noise - Air Quality - Historic - Waste - Cultural • Updating of existing occupation practices 		<ul style="list-style-type: none"> • Interviews / Questioning 	
	8.2 Establish targets to evaluate environmental practices	<ul style="list-style-type: none"> • Discussion on <ul style="list-style-type: none"> - lower production costs and energy consumption - Environmentally Sound Processes - Resource Efficient - Recycling and Waste Management • Simple case study regarding energy efficiency 	<ul style="list-style-type: none"> • Lecture • Group Discussion • Demonstration 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / Questioning 	1 Hour
	8.3 Evaluate effectiveness of environmental practices	<ul style="list-style-type: none"> • Identifying effective environmental practices relevant to the industry/occupation <ul style="list-style-type: none"> - Implementation of energy efficiency measures 	<ul style="list-style-type: none"> • Lecture • Group Discussion • Demonstration • Case Study 	<ul style="list-style-type: none"> • Written Exam • Demonstration • Observation • Interviews / Questioning • Third Party Reports 	1 Hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
9. Facilitate Entrepreneurial Skills For Micro-Small-Medium Enterprises (MSMEs)	9.1 Develop and maintain micro-small-medium enterprise (MSMEs) skills in the organization	<ul style="list-style-type: none"> • Discussions on business models and strategies • Discussion on Types and categories of businesses and business internal control • Discussion on Relevant National and local legislations affecting businesses • Prepare promotional materials • Practice basic bookkeeping 	<ul style="list-style-type: none"> • Lecture/ Discussion • Case Study • Demonstration 	<ul style="list-style-type: none"> • Written Test • Portfolio • Work Related Project 	2 Hours
	9.2 Establish and maintain client-base/market	<ul style="list-style-type: none"> • Role play on customer and employee relations • Discussion on Basic product promotion strategies • Preparation of Basic Feasibility study • Case studies on Basic Business ethics • Prepare basic advertising materials 	<ul style="list-style-type: none"> • Role Play • Lecture Discussion • Case study 	<ul style="list-style-type: none"> • Case problem • Written Test 	2 Hours
	9.3 Apply budgeting and financial management skills	<ul style="list-style-type: none"> • Discussion on: <ul style="list-style-type: none"> - Basic cost-benefit analysis - Basic financial management - Basic financial accounting - Business internal controls 	<ul style="list-style-type: none"> • Role Play • Lecture Discussion • Group work 	<ul style="list-style-type: none"> • Written Test • Case problem 	1 Hour

COMMON COMPETENCIES
(48 hours)

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
1. Apply freight forwarding documentation services and workplace procedures	1.1 Identify major areas of the workplace	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ workplace procedures and standards and duty of care requirements including OH&S and environmental protection responsibilities 	<ul style="list-style-type: none"> • Group discussion • demonstration 	<ul style="list-style-type: none"> • Oral evaluation 	4 hours
		<ul style="list-style-type: none"> ○ conditions of service including: employer and employee obligations, employment contract, OH&S and other regulations 			
		<ul style="list-style-type: none"> ○ Emergency procedures 	<ul style="list-style-type: none"> • Role play 	<ul style="list-style-type: none"> • Written test 	
		<ul style="list-style-type: none"> • Prepare site or workplace layout 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Read and interpret instructions, procedures, information and signs relevant to work activities 	<ul style="list-style-type: none"> • Self-learning 	<ul style="list-style-type: none"> • Written Test 	
		<ul style="list-style-type: none"> • Read workplace structures and the roles and responsibilities of team/ group members 			
		<ul style="list-style-type: none"> • Interpret and follow operational instructions and prioritize work 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Identify and correctly use equipment, processes and procedures • Select and use required personal protective equipment conforming to industry and OH&S standards • Prepare personal protective equipment and read instructions of its use <ul style="list-style-type: none"> ○ work systematically with required attention to detail without injury to self or others, or damage to goods or equipment 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation • Written test 	
	1.2 Organize and accept responsibility for own workload	<ul style="list-style-type: none"> • Describe <ul style="list-style-type: none"> ○ enterprise work guidelines, directions or instructions • Read work planning and method of communicating work progress to others 	<ul style="list-style-type: none"> • Group discussion • Self-learning 	<ul style="list-style-type: none"> • Oral evaluation • Written Test 	2 hours
		<ul style="list-style-type: none"> • Identify ways of establishing priorities and deadlines 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	1.3 Apply ethical practices	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ workplace procedures, regulations and legislation ○ Enterprise policy on commitments and undertakings to clients, colleagues and supervisors are met ○ Workplace security policies • Read and follow workplace procedures, regulations and legislation • Read codes company ethics • Apply appropriate codes of acceptable and ethical work practices • Identify techniques of maintaining company confidentiality • Apply enterprise policy on commitments and undertakings to clients, colleagues and supervisors 	<ul style="list-style-type: none"> • Group discussion • Self-learning • Self-learning • Demonstration • Lecture • Demonstration 	<ul style="list-style-type: none"> • Oral evaluation • Written Test • Written Test • Observation • Written examination • Observation 	2 hours
	1.4 Plan and organize a personal daily routine	<ul style="list-style-type: none"> • Describe company standard time and other performance measures of work activities 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	2 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Identify <ul style="list-style-type: none"> ○ techniques of clarifying requirements of tasks ○ ways of planning daily routine to take into account rosters, industrial agreements and workplace procedures • Select requirements of tasks appropriate to work activity • Follow tasks agreeing achievable time and other performance measures • Prepare daily routine plan taking into account rosters, industrial agreements and workplace procedures 	<ul style="list-style-type: none"> • Lecture • Demonstration • Demonstration 	<ul style="list-style-type: none"> • Written examination • Observation • Observation 	
2. Perform workplace security and safety	2.1 Maintain security of the workplace and personnel	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Transport security legislation including relevant international, national laws, regulations, codes and/or guidelines ○ Workplace security program and policies and procedures for responding to security threats, situations and emergencies 	<ul style="list-style-type: none"> • Group discussion • Lecture Group discussion Lecture Video 	<ul style="list-style-type: none"> • Oral evaluation • Written test • Written test 	7 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> ○ Quarantine and bond regulations and requirements 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> ○ Common security threats and incidents that may occur in transport, logistics and allied industries, and related roles and responsibilities of personnel when reporting them and responding to them 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> • Practice OH & S and environmental protection, procedures and guidelines 	<ul style="list-style-type: none"> • Demonstration • Lecture • Demonstration • Simulation • Demonstration 	<ul style="list-style-type: none"> • Observation • Written examination • Observation • Observation 	2 hours
		<p>1.1 Read and interpret instructions, procedures, applicable regulatory requirements, labels, markings, ID cards and other information relevant to workplace security in the transport and logistics industries.</p>			
	<ul style="list-style-type: none"> • Apply procedures for security checks and precautions as per limits of role and responsibilities 				

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Prepare documentation and reports related to security procedures 			
		<ul style="list-style-type: none"> • Demonstrate ability to communicate effectively with others when following security procedures • 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
	2.2 Identify a security threat or situation	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Transport security legislation including relevant international, national, state and territory acts, regulations codes and/or guidelines 	<ul style="list-style-type: none"> • Group discussion • Brainstorming 	<ul style="list-style-type: none"> • Oral evaluation 	2 hours
		<ul style="list-style-type: none"> ○ Workplace security program and policies and procedures for responding to security threats, situations and emergencies 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Case studies 	
	<ul style="list-style-type: none"> • Identify and follow security procedures to solve and/or report problems that may arise 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 		

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Identify signs of security threats and situations 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Case studies 	2 hours
		<ul style="list-style-type: none"> • Demonstrate inspection of signs of pillage, theft and interference with goods, cargo and mail 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Practice OH & S and environmental protection, procedures and guidelines 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Adapting to differences in equipment, facilities, cargo and passengers 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
	2.3 Respond to a security threat or situation	<ul style="list-style-type: none"> ○ Modifying activities depending on differing workplace contexts risk situations and environments 	<ul style="list-style-type: none"> • Demonstration • Brainstorming 	<ul style="list-style-type: none"> • Simulation/ Observation 	2 hours
		<ul style="list-style-type: none"> • Report and/or rectify identified problems that arises following security procedures in accordance with regulatory requirements and workplace procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation • Case studies 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Demonstrate ability to work collaboratively with others in completing workplace orientation and induction procedures 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> • Identify common security problems that may occur when carrying out operations in the transport and logistics industries, and action that can be taken to address and resolve the problems 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Apply procedures for security checks and precautions as per limits of role and responsibilities 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Apply documentation and reporting requirements 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Prepare documentation and reports related to security procedures 			
3. Provide effective customer service	3.1 Deal with customer inquiries	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Workplace procedures relevant to work activities ○ Customer service policies and procedures 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	4 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> ○ Products and/or services provided by the workplace concerned 			
		<ul style="list-style-type: none"> ○ Types of operations carried out in the workplace concerned 			
		<ul style="list-style-type: none"> ● Identify techniques in dealing with customer inquiries both by phone and face to face 	<ul style="list-style-type: none"> ● Lecture 	<ul style="list-style-type: none"> ● Written examination 	
		<ul style="list-style-type: none"> ● Demonstrate handling customer queries and complaints 	<ul style="list-style-type: none"> ● Demonstration 	<ul style="list-style-type: none"> ● Observation 	
		<ul style="list-style-type: none"> ● Demonstrate ability to communicate effectively with others in providing customer service 			
3.2 Monitor customer satisfaction		<ul style="list-style-type: none"> ● Apply telephone techniques in answering telephone calls 	<ul style="list-style-type: none"> ● Demonstration 	<ul style="list-style-type: none"> ● Observation 	1 hour
		<ul style="list-style-type: none"> ● Practice OH & S and environmental protection, procedures and guidelines 			
		<ul style="list-style-type: none"> ● Demonstrate ability in dealing with customer inquiries courteously and efficiently both by phone and face to face 			
		<ul style="list-style-type: none"> ● Demonstrate ability in seeking assistance from other staff 			

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		when a customer' s inquiry cannot be fully answered			
	3.3 Maintain strong rapport with the customer	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Ways of dealing with Customer requirements 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	4 hours
		<ul style="list-style-type: none"> ○ Methods of providing feedback to managers and internal and/or external customers 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> • Identify sources of information and documentation needed for work place operations 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Apply ways of recording customer inquiries and associated action in accordance with workplace procedures 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written test 	
		<ul style="list-style-type: none"> • Prepare documentation related to the provision of customer service 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Demonstrate ability to provide appropriate feedback to managers and internal and/or external customers 	<ul style="list-style-type: none"> • Role play 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Record and report customer inquiries and associated action 			
		<ul style="list-style-type: none"> • Prepare reports and records of inquiries 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
4. Contribute to quality systems	4.1 Apply quality concepts	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Means of completing work in accordance with workplace standards as defined in enterprise policies and procedures 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Written test 	2 hours
		<ul style="list-style-type: none"> ○ Basic quality concepts applied to work activities 	<ul style="list-style-type: none"> • Brainstorming • Lecture 	<ul style="list-style-type: none"> • Case studies 	
		<ul style="list-style-type: none"> • Typical quality-related problems that may arise in work operations and products, and related options for action and solutions 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Written test 	
		<ul style="list-style-type: none"> • Identify ways of meeting external and internal customer needs in providing quality services or products 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Read typical quality-related problems that may arise in work operations and products, and related options for action and solutions 	<ul style="list-style-type: none"> • Self-learning 	<ul style="list-style-type: none"> • Written Test 	
		<ul style="list-style-type: none"> • Practice quality work/ services or products to meet external and internal customer needs 	<ul style="list-style-type: none"> • Role play 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Applying basic quality concepts to work activities 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration	
		<ul style="list-style-type: none"> Apply workplace quality assurance and improvement principles and procedures 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 		
		<ul style="list-style-type: none"> Read and interpret instructions and information relevant to quality procedures and standards 	<ul style="list-style-type: none"> Self-learning 	<ul style="list-style-type: none"> Written Test 		
		<ul style="list-style-type: none"> Prepare documentation related to quality procedures and standards 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 		
	4.2 Test and evaluate improvements	<ul style="list-style-type: none"> Describe: <ul style="list-style-type: none"> Test Improvements to work processes Evaluating improvements to work processes 	<ul style="list-style-type: none"> Group discussion 	<ul style="list-style-type: none"> Oral evaluation 		2 hours
		<ul style="list-style-type: none"> Identify steps and procedures of checking for improvement outcomes and compliance with workplace requirements 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written examination 		
		<ul style="list-style-type: none"> Apply methods of testing and evaluating improvements to work processes 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 		
		<ul style="list-style-type: none"> 3. Read typical quality-related problems that may arise in work operations and products, and related options for action and solutions 	<ul style="list-style-type: none"> Self-learning 	<ul style="list-style-type: none"> Written Test 		

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		4. Check for improvement outcomes and compliance with workplace requirements	• Demonstration	• Observation	
		• Prepare report and/or rectify any identified quality-related problems in accordance with workplace procedures	• Demonstration	• Observation	
	4.3 Implement improvements	• Describe:	• Group discussion	• Oral evaluation	2 hours
		○ Ways of completing work in accordance with workplace procedure			
		○ Workplace quality assurance and improvement principles and procedures	• Lecture	• Written test	
		○ Impact of job on enterprise and individual performance	• Group discussion	• Oral evaluation	
		• Implement a successful tested and confirmed Improvement initiative in accordance with enterprise procedures	• Lecture	• Written examination	
		• Apply enterprise procedures in testing and improvement initiatives	• Demonstration	• Observation	
	• Practice completing work in accordance with workplace procedure	• Demonstration	• Observation		

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> Identify methods of implementing a tested and confirmed Improvement initiatives 	<ul style="list-style-type: none"> Lecture 	<ul style="list-style-type: none"> Written examination 	
		<ul style="list-style-type: none"> Prepare documentation related to quality procedures and standards 			
		<ul style="list-style-type: none"> Prepare report and/or rectifying any identified quality-related problems in accordance with workplace procedures 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
5. Perform computer operations	5.1 Plan and prepare for task to be undertaken	<ul style="list-style-type: none"> Describe: <ul style="list-style-type: none"> Means of determining requirements of task 			
		<ul style="list-style-type: none"> Method of selecting appropriate hardware and software according to task assigned and required outcome 	<ul style="list-style-type: none"> Group discussion 	<ul style="list-style-type: none"> Oral evaluation 	
		<ul style="list-style-type: none"> Manner of planning task to ensure oh & s guidelines and procedures are followed 			
		<ul style="list-style-type: none"> Practice OH & S guidelines and procedures 	<ul style="list-style-type: none"> Demonstration 	<ul style="list-style-type: none"> Observation 	
					2 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> • Apply task requirements in performing work activity 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Describe basic ergonomics of keyboard and computer use 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	
		<ul style="list-style-type: none"> • Read: <ul style="list-style-type: none"> ○ Main types of computers and basic features of different operating systems 	<ul style="list-style-type: none"> • Self-learning 	<ul style="list-style-type: none"> • Written Test 	
		<ul style="list-style-type: none"> ○ Main parts of a computer 			
		<ul style="list-style-type: none"> ○ Storage devices and basic categories of memory 			
		<ul style="list-style-type: none"> • Identify relevant types of software 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Demonstrate ability to: <ul style="list-style-type: none"> ○ select appropriate hardware and software according to task assigned and required outcome 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Read and interpret work instruction 	<ul style="list-style-type: none"> • Self-learning 	<ul style="list-style-type: none"> • Written Test 	
		<ul style="list-style-type: none"> • Practice communication skills 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
	5.2 Input data into computer	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Method of entering data into the computer using appropriate program/application in accordance with company procedures 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	1 hour

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		<ul style="list-style-type: none"> ○ Technique of performing work within ergonomic guidelines 			
		<ul style="list-style-type: none"> ● Identify means of storing inputted data in storage media according to requirements 	<ul style="list-style-type: none"> ● Lecture 	<ul style="list-style-type: none"> ● Written examination 	
		<ul style="list-style-type: none"> ● Practice checking and saving information following standard operating procedures 	<ul style="list-style-type: none"> ● Demonstration 	<ul style="list-style-type: none"> ● Observation 	
		<ul style="list-style-type: none"> ● Read general security viruses 	<ul style="list-style-type: none"> ● Self-learning 	<ul style="list-style-type: none"> ● Written Test 	
		<ul style="list-style-type: none"> ● Practice calculating computer capacity 	<ul style="list-style-type: none"> ● Demonstration 	<ul style="list-style-type: none"> ● Observation 	
		<ul style="list-style-type: none"> ● Practice OH & S principles and responsibilities 	<ul style="list-style-type: none"> ● Demonstration 	<ul style="list-style-type: none"> ● Observation 	
		<ul style="list-style-type: none"> ● Perform work within ergonomic guidelines 	<ul style="list-style-type: none"> ● Demonstration 	<ul style="list-style-type: none"> ● Observation 	
		<ul style="list-style-type: none"> ● Demonstrate ability to: <ul style="list-style-type: none"> ○ Store inputted data in storage media according to requirements ○ Enter data into the computer and; ○ Select application program in accordance with company procedures 	<ul style="list-style-type: none"> ● Demonstration 	<ul style="list-style-type: none"> ● Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	5.3 Access information using computer	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Means of selecting correct program/ application is based on job requirements ○ Manner of accessing program/application containing the information required according to company procedures 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	1 hour
		<ul style="list-style-type: none"> • Identify ways of selecting, opening and closing desktop icons correctly for navigation purposes 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination 	
		<ul style="list-style-type: none"> • Apply keyboard techniques in line with oh & s requirements for safe use of keyboards 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
		<ul style="list-style-type: none"> • Demonstrate ability to: <ul style="list-style-type: none"> ○ Select, open and close desktop icons correctly for navigation purposes ○ Select correct program/ application based on job requirements Access program/application containing the information required 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	
	5.4 Produce/output data using computer system	<ul style="list-style-type: none"> • Describe method of printing out data as required using computer hardware/ peripheral 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Oral evaluation 	3 hours

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
		devices in accordance with standard operating procedures.			
		<ul style="list-style-type: none"> • Read procedure of processing entered data using appropriate software commands 	<ul style="list-style-type: none"> • Self-learning 	<ul style="list-style-type: none"> • Written Test 	
		<ul style="list-style-type: none"> • Demonstrate ability to: <ul style="list-style-type: none"> ○ Process entered data using appropriate software commands ○ Apply techniques of transferring files and data between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures ○ Print out data as required using computer hardware/ peripheral devices in accordance with standard operating procedures ○ Transfer files and data between compatible systems using computer software, hardware/ peripheral devices in accordance with standard operating procedures 	<ul style="list-style-type: none"> • Demonstration 	<ul style="list-style-type: none"> • Observation 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
	5.5 Maintain computer equipment and systems	<ul style="list-style-type: none"> • Describe: <ul style="list-style-type: none"> ○ Method of implementing Systems for cleaning, minor maintenance and replacement of consumables ○ Procedure of implementing procedures for ensuring security of data, including regular back-ups and virus checks in accordance with SOP's 	<ul style="list-style-type: none"> • Group discussion 	<ul style="list-style-type: none"> • Demonstration 	1 hour

CORE COMPETENCIES
(65 hours)

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
1. Provide transport information to customers	1.1. Be able to communicate transport information to customers	<ul style="list-style-type: none"> • Discuss and explain planning strategies and actual application • Observe the proceedings of the planning strategies and its actual application within the workplace. 	<ul style="list-style-type: none"> • Lecture • Group discussion • Role play 	<ul style="list-style-type: none"> • Demonstration with questioning • Interview • Written exam 	10 hours
	1.2. Provide updates on industry trends and government regulations	<ul style="list-style-type: none"> • Discuss and explain strategies • Test the strategies if it is workable or not. If yes, improve it further. If no, modify or delete the planned strategies. 	<ul style="list-style-type: none"> • Lecture • Group discussion • Role play 	<ul style="list-style-type: none"> • Experiential learning • Demonstration with questioning • Interview • Written exam 	4 hours
	1.3. Maintain and strengthen relationship with the customers	<ul style="list-style-type: none"> • Discuss and explain data gathering, its effect and implication to department • Gather all data and study how all these data are further improved to benefit the department. 	<ul style="list-style-type: none"> • Lecture • Group discussion • Role play 	<ul style="list-style-type: none"> • Interview • Written exam 	4 hours
2. Promote and develop freight services to customers	2.1 Recognize opportunities to promote freight services	<ul style="list-style-type: none"> • Discuss and explain planning strategies and actual application • Observe the proceedings of the planning strategies and its actual application within the workplace. 	<ul style="list-style-type: none"> • Lecture • Group discussion • Role play 	<ul style="list-style-type: none"> • Demonstration with questioning • Interview • Written exam 	8hours

	2.2 Provide updates on industry trends and government regulations	<ul style="list-style-type: none"> • Discuss and explain strategies • Test the strategies if it is workable or not. If yes, improve it further. If no, modify or delete the planned strategies. 	<ul style="list-style-type: none"> • Lecture • Group discussion • Role play 	<ul style="list-style-type: none"> • Experiential learning • Demonstration with questioning • Interview • Written exam 	2 hours
	2.3 Maintain and strengthen relationship with customers	<ul style="list-style-type: none"> • Discuss and explain data gathering, its effect and implication to department • Gather all data and study how all these data are further improved to benefit the department. 	<ul style="list-style-type: none"> • Lecture • Group discussion • Role play 	<ul style="list-style-type: none"> • Interview • Written exam 	4 hours
3. Evaluate and confirm customers' freight transport requirements	3.1 Familiarize with customer's transport requirements	<ul style="list-style-type: none"> • Discuss and explain planning strategies and actual application • Observe the proceedings of the planning strategies and its actual application within the workplace. 	<ul style="list-style-type: none"> • Lecture • Group discussion • Role play 	<ul style="list-style-type: none"> • Demonstration with questioning • Interview • Written exam 	10 hours
	3.2 Assess operations to meet customer's transport requirements	<ul style="list-style-type: none"> • Discuss and explain strategies • Test the strategies if it is workable or not. If yes, improve it further. If no, modify or delete the planned strategies. 	<ul style="list-style-type: none"> • Lecture • Group discussion • Role play 	<ul style="list-style-type: none"> • Experiential learning • Demonstration with questioning • Interview • Written exam 	5 hours
	3.3 Confirm agreement on customer's transport requirements	<ul style="list-style-type: none"> • Discuss and explain mentoring of staffs • Discuss and explain documentation and reporting 	<ul style="list-style-type: none"> • Lecture • Demonstration • Group discussion 	<ul style="list-style-type: none"> • Experiential learning • Demonstration with questioning 	

		<ul style="list-style-type: none"> • Mentor the staff properly until said instructions from management is completely understood and compliant in accordance with standards. • Report the activity to higher management 		<ul style="list-style-type: none"> • Interview • Written exam 	
		<ul style="list-style-type: none"> • Discuss and explain data gathering • Discuss and explain budgets and targets set-up <p>Gather all data in relation to setting up of budgets and targets for the department.</p>	<ul style="list-style-type: none"> • Lecture • Demonstration • Case study • 	<ul style="list-style-type: none"> • Written exam 	
		<ul style="list-style-type: none"> • Discuss and explain evaluation of data • Evaluate and study all data for the whole year and make comparison with the previous years. 	<ul style="list-style-type: none"> • Lecture • Case study • 	<ul style="list-style-type: none"> • Written exam 	

Unit of Competency	Learning Outcomes	Learning Activities	Methodology	Assessment Approach	Nominal Duration
4. Monitor and coordinate transport execution and documentation	4.1 Coordinate execution of transport plan	<ul style="list-style-type: none"> • Read and interpret information represented in symbols, diagrams and pictorial representations 	<ul style="list-style-type: none"> • Self-learning • Lecture 	<ul style="list-style-type: none"> • Written Test • Case studies 	12 hours
5. Monitor and coordinate transport execution and documentation	5.1 Coordinate execution of transport plan	<ul style="list-style-type: none"> • Read and interpret information represented in symbols, diagrams and pictorial representations 	<ul style="list-style-type: none"> • Self-learning • Lecture 	<ul style="list-style-type: none"> • Written Test • Case studies 	4 hours
	5.2 Monitor transport status of cargo	<ul style="list-style-type: none"> • Identify methods in interpreting, recognizing and representing, Information in symbols, diagrams and pictorial representations 	<ul style="list-style-type: none"> • Lecture 	<ul style="list-style-type: none"> • Written examination • Oral examination 	
	5.3 Report cargo transport status	<ul style="list-style-type: none"> • Discuss and explain business processes • Demonstrate implementation of business process 	<ul style="list-style-type: none"> • Lecture • Demonstration • Video presentation • Group discussion 	<ul style="list-style-type: none"> • Experiential learning • Demonstration with questioning • Interview • Written Examination 	2 hours

3.2 TRAINING DELIVERY

The delivery of training shall adhere to the design of the curriculum. Delivery shall be guided by the principles of competency-based TVET.

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

2.1 Institution-Based:

- Dual Training System (DTS)/Dualized training Program (DTP) which contain both in-school and in-industry training or fieldwork components. Details can be referred to the Implementing Rules and Regulations of the DTS Law and the TESDA Guidelines on the DTP;
- Distance learning is formal education process in which majority of the instruction occurs when the students and instructor are not in the same place. Distance learning may employ correspondence study, audio, video, computer technologies or other modern technology that can be used to facilitate learning and formal and non-formal training. Specific guidelines on this mode shall be issued by the TESDA Secretariat.
- The traditional classroom-based or in-center instruction may be enhanced through use of learner-centered methods as well as laboratory or field-work components.

2.2 Enterprise-Based:

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

2.3 Community-Based – short term programs conducted by Non-Government Organizations (NGOs), LGUs, training centers and other TVET providers which are intended to address the specific needs of a community. Such programs can be conducted in informal settings such as barangay hall, basketball courts, etc. These programs can also be Mobile Training Programs (MTP).

3.3 TRAINEE ENTRY REQUIREMENTS

Trainees who want to enroll in this qualification must possess the following requirements:

- Must have completed the ten (10) year basic education or an Alternative Learning System (ALS) Certificate of Completion with Grade 10 equivalent holder
- Must possess good communication skills
- Must be computer literate

3.4 LIST OF TOOLS, EQUIPMENT, AND MATERIALS

MULTIMODAL TRANSPORT OPERATION AND LOGISTICS (SEAFREIGHT IMPORT) SERVICES NC III.

Recommended list of tools, equipment and materials for the training of a maximum of 25 trainees for **MULTIMODAL TRANSPORT OPERATION AND LOGISTICS (SEAFREIGHT IMPORT) SERVICES NC III.** are as follows:

QTY.	EQUIPMENT	QTY.	TOOLS/MATERIALS	QTY.	REFERENCES
1 unit	Executive Table	1 unit	Forms and Materials	1 unit	Business Process Manual
	Tables and Chairs for 25 students	1 unit	Calculator	1 unit	Harmonize Systems Code and Trade Agreements
1 unit	Clerical Table	1 unit	Internet Connection	1 unit	Dictionary of Shipping Terms
1 pc.	Whiteboard	1 unit	Training Handouts	1 unit	Employees Manuals / Handbook
1 unit	USB of PowerPoint presentation	1 unit	Business Cards	1unit	Employee Profiles / Terms of Reference
1 unit	LCD Projector	1 unit	Stationaries / Business Letterheads	1unit	TACT Rules Book
1 unit	Laptop (for lecturer)	1 unit	Logbook / Master files	1unit	ICC Incoterms
1 unit	Computer for administrative and clerical work	1 unit	Certificates	1 unit	IMDG Manual
5 units	Computer for technology resource center and class demonstration	1 unit	Forms (Report and Evaluation)	1 unit	Work Instructions
1 unit	Different media Channels (telephone, emails, viber, skype)	1 unit	World Map	1 unit	Basic Occupational Safety and Health
1 unit	Laser pointer	1 unit	Table of Measurement / Conversion Table	1 unit	Foreign Exchange Rates
1 unit	Air-conditioning Unit	1 unit	Quality Management Systems	1 unit	Quality Operation Manuals
1 unit	AV Equipment	1 unit	Shipping lines schedule	1 unit	Environmental Laws

1 unit	Sound System			1 unit	Local Regulations (BOC, DENR, LTFRB, DTI, etc.)
				1 unit	Agency contracts / agreements
				1 unit	Transport Tariff (e.g. Destination, Origin)

***Note: For demo purposes only**

3.5 TRAINING FACILITIES

Based on a class intake of 25 students/trainees

Space Requirement	Size in Meters	Area in Sq. Meters
Student/Trainee Performance Space (S/TPS)	5 x 8 m.	43 sq. m.
Technology Resource Center (TRC)	2 x 5 m.	10 sq. m.
Circulation Area	(S/TPS+PSR+TRC+ CR) X 30% (40+6+10+10) X 30%= 19.8sq.m.)	23 sq. m.
Separate Restrooms for Male and Female Trainees/ Students (CR)	2 x 5 m.	10 sq. m.
	Total Workshop Area	86 sq. m.

3.6 TRAINER'S QUALIFICATIONS FOR MULTIMODAL TRANSPORT OPERATION AND LOGISTICS (SEAFREIGHT IMPORT) SERVICES NC III.

- Must be a holder of NTTC I in Multimodal Transport and Logistics Services NC III
- Must have at least 3 years job / freight forwarding documentation services experience

3.7 INSTITUTIONAL ASSESSMENT

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

SECTION 4 ASSESSMENT AND CERTIFICATION ARRANGEMENTS

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

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

4.1 NATIONAL ASSESSMENT AND CERTIFICATION ARRANGEMENTS

4.1.1 A National Certificate (NC) is issued when a candidate has demonstrated competence in all unit/s of competency of a qualification with a promulgated Training Regulations.

4.1.2 Individuals wanting to be certified will have to be assessed in accordance with the requirements identified in the evidence guide of the relevant unit/s of competency.

4.1.3 Recognition of Prior Learning (RPL). Candidates who have gained competencies through education, informal training, previous work or life experiences may apply for recognition in a particular qualification through competency assessment.

4.1.4 The following are qualified to apply for assessment:

4.1.4.1 Graduating students/trainees of NTR programs or graduates of formal/non-formal/informal including enterprise-based trainings related to multimodal transport operations and logistics services.

1.1.4.2 Industry workers in the multimodal transport operations and logistics services.

4.1.5 The industry shall determine assessment and certification requirements for each qualification with promulgated Training Regulations. It includes the following:

- a. Entry requirements for candidates
- b. Evidence gathering methods
- c. Qualification requirements of competency assessors
- d. Specific assessment and certification arrangements as identified by industry

4.2 COMPETENCY ASSESSMENT REQUISITE

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

This document can:

- a. Identify the candidate's skills and knowledge
- b. Highlight gaps in candidate's skills and knowledge
- c. Provide critical guidance to the assessor and candidate on the evidence that need to be presented
- d. Assist the candidate to identify key areas in which practice is needed or additional information or skills that should be gained prior

4.2.2 Accredited Assessment Center. Only Assessment Center accredited by TESDA is authorized to conduct competency assessment. Assessment centers undergo a quality assured procedure for accreditation before they are authorized by TESDA to manage the assessment for National Certification.

4.2.3 Accredited Competency Assessor. Only accredited competency assessor is authorized to conduct assessment of competence. Competency assessors undergo a quality assured system of accreditation procedure before they are authorized by TESDA to assess the competencies of candidates for National Certification.

**COMPETENCY MAP – TRANSPORT AND LOGISTICS SECTOR
(MULTIMODAL TRANSPORT OPERATIONS AND LOGISTICS SERVICES NCIII)**

BASIC COMPETENCIES

Lead workplace communication	Lead small teams	Apply critical thinking and problem-solving techniques in the workplace	Work in a diverse environment	Propose methods of applying learning and innovation in the organization	Use information systematically	Evaluate occupational safety and health work practices	Evaluate environmental work practices	Facilitate entrepreneurial skills for micro-small-medium enterprises (MSMEs)
Receive and respond to workplace communication	Work with others	Solve/address routine problems	Enhance self-management skills	Support Innovation	Access and maintain information	Follow occupational safety and health policies and procedures	Apply environmental work standards	Adopt entrepreneurial mindset in the workplace
Participate in workplace communication	Work in Team Environment	Solve/address general workplace problems	Develop career and life decisions	Contribute to workplace innovation	Present relevant information	Practice occupational safety and health policies and procedures	Exercise efficient and effective sustainable practices in the workplace	Practice entrepreneurial skills in the workplace

COMMON COMPETENCIES

Apply freight forwarding documentation services and workplace procedures	Perform workplace security and safety	Provide effective customer service	Contribute to quality system	Perform computer operations
--	---------------------------------------	------------------------------------	------------------------------	-----------------------------

CORE COMPETENCIES

Provide transport information to customers	Promote and develop freight services to customers	Evaluate and confirm customer freight transport requirements	Monitor and coordinate transport execution and documentation
--	---	--	--

GLOSSARY OF TERMS

Acumen	Ability to make good judgement and quick decisions, typically in a particular domain
Aural	Relating to ear or sense of hearing
Brainstorm	A spontaneous group discussion to produce ideas and ways of solving problems
Coherent	Logical and consistent
Collate	The grouping together of related items to provide a record of events and facilitate further processing
Context	The circumstances that form the setting for an event, statement, or idea and terms to which it can be fully understood or assessed
Convention	An agreement between countries particularly matters, especially one less formal than a treaty
Discriminating	Having or showing refined taste or judgment
Entrepreneurial	Having to do with the creation and development of economic ventures
Ergonomic	Relating to or designed for efficiency and comfort in the working environment
Fiduciary	Involving trust, especially with regards to the relationship of trustee and a beneficiary
Fora	Plural of forum. Place, meeting or medium where ideas and views in a particular issue can be exchanged
Interference	The act or instance of hindering, obstructing or impeding
Interpersonal	Relating to the interactions between individuals
Intrapersonal	Existing or occurring within the self or within one's mind
Judicious	Having, showing, or done with good judgment or sense
Mechanism	A natural or established process by which something takes place or is brought about
Parameter	A numerical or other measurable factor forming one of a set that defines a system or sets the conditions of its operation
Pareto Analysis	Formal technique that helps prioritize decisions so leaders know which one will have the greater influence and least impact on their overall goals
Peripheral	A secondary or minor importance
Pillaging	Steal something using violence especially in war
Portfolio	A compilation of materials that exemplifies your beliefs, skills, qualifications, education, training and experiences. It provides insight into your personality and work ethics
Protocol	Attitudes, etiquette rules and guidelines for behavior that encompass the best way to act at work
Rapport	In a good understanding of someone and an ability to communicate well with them
Simulated	Imitating the conditions of something
Strategic plan	A document used to communicate with the organization its goals, the actions needed to achieve them
Strategies	A plan of action or policy designed to achieve major or overall aim

ACRONYMS	
BIR	Bureau of Internal Revenue
BOC	Bureau of Customs
CD	Compact Disc
DOF	Department of Finance
DTI	Department of Trade and Industry
ECC	Environmental Clearance Certificate
EDI	Electronic Data Interchange
EHS	Environment, Health and Safety
ETD	Explosive Trace Detection
FCL	Full Container Load
HR	Human Resources
ID	Identification
INCOTERMS	International Commercial Terms
LCL	Less Container Load
MSDS	Material Safety Data Sheet
OHS	Occupational Health and Safety
OS&H	Occupational Safety & Health
PPE	Personal Protective Equipment
SRT	Self-Regulation Theory
SWOT	Strengths, Weaknesses, Opportunities and Threats
TESDA	Technical Education and Skills Development Authority
TR	Training Regulation
3R	Reduce, Reuse, Recycle
5S	Sort, Set in order, Shine, Standardize and Sustain
BOC	Bureau of Customs
CD	Compact Disc
DO	Delivery Order
ECC	Environmental Compliance Certificate
EDI	Electronic Data Interchange
EMS	Environmental Management System
ETD	Explosive Trace Detection
GO	Government Organization
GPS	Global Positioning System
HBL	House Bill of Lading
HR	Human Resources
IATA	International Air Transport Association
ID	Identification
ISO	International Organization for Standardization
IT	Information Technology

MBL	Master Bill of Lading
MSME	Micro-Small-Medium Enterprises
NGO	Non-Government Organization
OHS	Occupational Health and Safety
PDCA	Plan-Do-Check-Act
PPE	Personal Protective Equipment
RFID	Radio Frequency Identifier
SMS	Short Messaging System
SWL	Safe Working Limits
SWOT	Strengths, Weaknesses, Opportunities and Threats
TESDA	Technical Education and Skills Development Authority
TR	Training Regulation
TVET	Technical and Vocational Education and Training
UV	Ultra Violet
WLL	Working Load Limits
WWW	World Wide Web

- **THE PARTICIPANTS IN THE NATIONAL VALIDATION OF THIS TRAINING REGULATION:**

NAME	COMPANY NAME	DESIGNATION
1. Keireen Santos	Skyfreight Forwarders inc.	Import Coordinator
2. Ma. Theresa Culangco	STAMM International Inc.	Import Coordinator
3. Glezella Jane Pepito	STAMM International Inc.	Import Coordinator
4. Grace Foronda	Awards Cargo Agency Phils. Inc.	Import Coordinator
5. Marc Pamintuan	Eagle Express Lines Inc.	Import Coordinator
6. Debbie Ann Moretcho	Pacific Concord Container Lines, Inc.	Import Coordinator
7. Alvin Lacasandile	Commercial Freight Services Inc.	Import Coordinator
8. Marlon Gallardo	Airspeed International Corp.	Import Coordinator
9. Joel Morales	Airspeed International Corp.	Import Coordinator
10. Ernesto Ramos Jr.	TNL Express Worldwide Corp.	Import Coordinator
11. Angelo C. Montales	Leadway Cargo Logistics Inc.	Import Coordinator

The Members of the TESDA Board and Secretariat

The MANAGEMENT and STAFF of the TESDA Secretariat

- Qualifications and Standards Office (QSO)

TESDA – QSO Technical Facilitators



**TRAINING REGULATIONS (TR)
DOCUMENT REVISION HISTORY**

Qualification Title: Multimodal Transport Operations and Logistics Services NC III
Qualification Code: TLSMTO319

Revision No.	Document Description Types*	Replaces Version (TESDA Board Resolution No./ Date)	New Version (TESDA Board Resolution No./ Date)	Deployment (TESDA Circular/ Implementing Guidelines)
00	Document Created Multimodal Transport Operations and Logistics Services NC III	N/A	2019-77/ Dec 17, 2019	N/A

Legend: *Description Types

- Document Created
- Document Amended

Acknowledgment

The Technical Education and Skills Development Authority (TESDA) would like to extend thanks and appreciation to the many representatives of business, industry, academe and government agencies who provided their time and expertise to the development and validation of these Training Regulations.

TECHNCAL EXPERTS PANEL

DORIS P. TORRES

Technical Expert
STAMM International Inc.
Gen. Lim st. Bangkal, Makati City

ABRAHAM V. ASUNCION

Technical Expert
Philippine Multimodal Transport and
Logistics Association, Inc.
Parañaque City

COSME J. NONAN JR.

Technical Expert
Commercial Freight Services, Inc.
Intramuros, Manila

BENILDA S. HERNANDEZ

Technical Expert
Sky Freight Forwarders Inc.

MARILYN C. ALBERTO

Technical Expert
Kintetsu World Express (Phils) Inc.
Parañaque City

JOSEFINA C. YAP

Technical Expert
Philippine Genesis Freight Unlimited
Intramuros, Manila

GEMMA VIDA R. LIBRANDA

Philippine Multimodal Transport and
Logistics Association, Inc.
Parañaque City

The PARTICIPANTS in the National Validation of this Training Regulation

The Members of the TESDA Board and Secretariat

The MANAGEMENT and STAFF of the TESDA Secretariat

- Qualifications and Standards
Office (QSO)

TESDA – QSO Technical Facilitators