



National Vocational Certificate level 3,
in (Logistics & Supply Chain)

National Vocational Certificate level 4,
in (Logistics & Supply Chain)

Freight Forwarding & Shipping Assistant



National Vocational and Technical Training
Commission (NAVTTC)
Government of Pakistan

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**National Vocational Certificate level 3, in (Logistics & Supply Chain)
“Freight Forwarding & Shipping Assistant”**

**National Vocational Certificate level 4, in (Logistics & Supply Chain)
“Freight Forwarding & Shipping Associate”**

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TITLES OF QUALIFICATIONS

- National Vocational Certificate level 3, in (Logistics & Supply Chain) "Freight Forwarding & Shipping Assistant".
- National Vocational Certificate level 4, in (Logistics & Supply Chain) "Freight Forwarding & Shipping Associate"

INTRODUCTION

A freight forwarder, forwarder, or forwarding agent, also known as a Non-Vessel Operating Common Carrier (NVOCC), is a person or company that organizes shipments for individuals or corporations to get goods from the manufacturer or producer to a market, customer or final point of distribution. Forwarders contract with a carrier or often multiple carriers to move the goods. A forwarder does not move the goods but acts as an expert in the logistics network. These carriers can use a variety of shipping modes, including sea lines, airplanes, trucks, and railroads, and often do utilize multiple modes for a single shipment.

International freight forwarders typically handle international shipments. International freight forwarders have additional expertise in preparing and processing customs and other documentation and performing activities pertaining to international shipments laws.

The International Federation of Freight Forwarders Associations (FIATA) shorthand description of the freight forwarder as the "Architect of Transport" illustrates the commercial position of the forwarder relative to its client. In Europe, some forwarders specialize in "niche" areas such as rail-freight, and collection and deliveries around a large port.

Freight forwarding industry started in 1960's; the industry emerged in 1980's. Today over 2000 companies are working in Pakistan however 600+ are registered with national association i.e. Pakistan International Freight Forwarders Association (PIFFA).

The qualifications of Logistics & Supply Chain – Freight Forwarding & Shipping Assistant and Associate are developed based on Freight Forwarding sector's demand on the pattern of competency based training under national vocational qualification framework (NVQF). It carries a proposed learning volume of 890 hours i.e. 6 hours per day and five days a week means 30 weeks which is almost 6 months and Two months is recommended as workplace based training (On the Job Training).

Freight Forwarding & Shipping Associate plays a vital role in the freight forwarding industry by performing supporting and core functions in delivery of the services to the client. Increasing demand of the industry, have increased the demand of human

resource which have skills to perform operations of freight forwarding, thus, meeting the ever-growing demand of this industry. These competency standards have been design and developed to achieve its objectives of providing appropriate skills. The pass out of these qualifications would be able to:

- Work in small & big companies as Freight forwarding Assistant
- Work in small & big companies as freight forwarding Associate
- Work in small & big companies as Freight forwarding Executive
- Work in small & big companies as Customer Services Executive

Training in the course is based on defined competency standards, which are industry oriented. The traditional role of a trainer changes and shifts towards the facilitation of training. A trainer encourages and assists trainees to learn for themselves. Trainees are likely to work in groups (pairs) and all doing something different. Some are doing practical tasks in the workshop, some writing, some not even in the classroom or workshop but in another part of the building using specialist equipment, working on computers doing research on the Internet or in the library. As trainees learn at different pace they might well be at different stages in their learning, thus learning must be tailored to suit individual needs. The following facilitation methods (teaching strategies) are generally employed:

- **Direct Instruction Method:** This might be effective when introducing a new topic to a larger group of trainees in a relative short amount of time. In most cases this method relies on one-way communication, hence there are limited opportunities to get feedback on the trainee's understanding.
- **Discussion Method:** This allows trainees to actively participate in sharing knowledge and ideas. It will help the trainer to determine whether trainees understand the content of the topic. On the other hand, there is a possibility of straying off topic under discussion and some trainees dominating others on their views.
- **Small Group Method:** Pairing trainees to help and learn from each other often results in faster knowledge/skill transfer than with the whole class. The physical arrangement of the classroom/workshop and individual assessment may be challenging. Analogy method should be in-corporate.
- **Problem Solving Method:** This is a very popular teaching strategy for the training. Trainees are challenged and are usually highly motivated when they gain new knowledge and skills by solving problems (Contingency skills). Trainees develop critical thinking skills and the ability to adapt to new learning situations (Transfer skills). It might be time consuming and because trainees sometimes work individually, they may not learn all the things that they are expected to learn.
- **Research Method:** This is used for workshops and laboratory tasks, field experiments, and case studies. It encourages trainees to investigate and find answers for themselves and to critically evaluate information. It however requires a lot of time and careful planning of research projects for the trainee.

The detail of the competency standards included in these qualifications are given below:

National Vocational Certificate level 3, in (Logistics & Supply Chain) “Freight Forwarding & Shipping Assistant”

- A. Explore Business Potential
- B. Manage Land Transport
- C. Manage Warehousing
- D. Carryout Packaging/Packing
- E. Execute Distribution
- F. Manage Risks
- G. Ensure Safety/Security

National Vocational Certificate level 4, in (Logistics & Supply Chain) “Freight Forwarding & Shipping Associate”

- A. Manage Sea Transport
- B. Manage Air Transport
- C. Perform Customs Clearance

PURPOSE OF THE QUALIFICATIONS

The purpose of these trainings is to provide skilled manpower to improve the existing Freight Forwarding and related industry. This will improve the quality of human resource of Freight Forwarding sector in terms of industry's acceptability and willingness in Pakistan. The availability of such quality of human resource in the local and international markets will ultimately bring economic benefits to the shipping agents and freight forwarders.

The core purpose of these qualifications is to produce employable freight forwarding & shipping human resource, who could provide aid in functioning of the freight forwarding and shipping companies. In addition, these qualifications will prepare unemployable youth to employee in industry or work as an entrepreneur. To prepare and train students through skill training and enabling them to earn their living either through employment in industry or be self-employed.

MAIN OBJECTIVES OF THE QUALIFICATIONS

Freight Forwarding & Shipping Associate qualification consists of theoretical and practical details required for these qualifications. The main objectives of the qualifications are as follows:

- a. Explore Business Potential
- b. Manage Sea Transport

- c. Manage Air Transport
- d. Manage Land Transport
- e. Perform Customs Clearance
- f. Manage Warehousing
- g. Carryout Packaging/Packing
- h. Execute Distribution
- i. Manage Risks
- j. Ensure Safety/Security

DATE OF INDUSTRY VALIDATION

The level 3 and 4 of national vocational qualification on Logistics & Supply Chain, Freight Forwarding & Shipping Assistant and Logistics & Supply Chain, Freight Forwarding & Shipping Associate have been validated by the Qualifications Development Committee (QDC) members on 8th and 9th of May 2018 and will remain in currency until December 2021.

CODES OF QUALIFICATIONS

The International Standard Classification of Education (ISCED) is a framework for assembling, compiling and analyzing cross-nationally comparable statistics on education and training. ISCED codes for these qualifications are assigned as follows:

ISCED Classification Logistics & Supply Chain – Freight Forwarding & Shipping

| Code | Description |
|-----------------|--|
| 1041FFA1 | National Vocational Certificate level 3, in (Logistics & Supply Chain) “Freight Forwarding & Shipping Assistant” |
| 1041FFA2 | National Vocational Certificate level 4, in (Logistics & Supply Chain) “Freight Forwarding & Shipping Associate” |

MEMBERS OF QUALIFICATIONS DEVELOPMENT COMMITTEE

The following members participated in the qualifications development and validation of these qualifications:

| Sr. No. | Name | Designation | Organization | Email | Phone No. |
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ENTRY REQUIREMENTS

The entry for National Vocational Certificate level 3 and 4, in (Logistics & Supply Chain) – Freight Forwarding & Shipping Assistant and Associate are given below:

| Title | Entry requirements |
|---|---|
| National Vocational Certificate level 3, in (Logistics & Supply Chain) “Freight Forwarding & Shipping Assistant” | Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is the person must have Intermediate with fundamental knowledge of Logistics and Freight forwarding can also apply. In addition to this he/she must be computer literate and have knowledge of basic concepts of Freight Forwarding and Supply Chain. |
| National Vocational Certificate level 4, in (Logistics & Supply Chain) “Freight Forwarding & Shipping Associate” | Entry for assessment for this qualification is open. However, entry into formal training institute for this qualification is person having National Vocational Certificate level 3, in (Logistics & Supply Chain) “Freight Forwarding & Shipping Assistant”. In addition to this the person must have Intermediate with fundamental knowledge of Logistics and Freight forwarding can also apply. In addition to this he/she must be computer literate and have knowledge of basic concepts of Freight Forwarding and Supply Chain. |

REGULATIONS FOR THE QUALIFICATION

General Rules and Regulations

| | |
|-----------------------------|--|
| SEA | <ul style="list-style-type: none">• The Hague Rules• The Hague Visby Rules• The Hamburg Rules |
| AIR | <ul style="list-style-type: none">• The Montreal Convention• The Warsaw Convention |
| RAIL | <ul style="list-style-type: none">• COTIF – Convention Concerning Int'l Carriage by Rail |
| ROAD | <ul style="list-style-type: none">• CMR – Convention Concerning Int'l Carriage by Road |
| MULTIMODAL TRANSPORT | <ul style="list-style-type: none">• UN Convention on Multimodal Transport• UNCTAD/ICC Rules• Rotterdam Rules |
| INSURANCE | <ul style="list-style-type: none">• Marine Insurance Act |

Rules/Regulations for Dangerous Goods

| | |
|------------|----------------------------------|
| SEA | IMDG CODE |
| AIR | IATA Dangerous Goods Regulations |
| | ICAO Technical Instructions |

| | |
|-------------------------|---|
| RAIL | RID - The Regulation concerning the International Carriage of Dangerous Goods by Rail |
| ROAD | ADR - United Nations treaty that governs transnational transport of hazardous materials |
| INLAND WATERWAYS | ADN - The European Agreement concerning the International Carriage of Dangerous Goods by Inland Waterways |

SUMMARY OF COMPETENCY STANDARDS

| Code | Competency Standards | Level | Credits | Category |
|-------------------|--|-------|---------|------------|
| 1041FFA1A | Explore Business Potential | 3 | 6 | Functional |
| 1041 FFA1B | Manage Land Transport | 3 | 15 | Technical |
| 1041 FFA1C | Manage Warehousing | 3 | 6 | Functional |
| 1041 FFA1D | Carryout Packaging/Packing | 3 | 4 | Functional |
| 1041 FFA1E | Execute Distribution | 3 | 4 | Functional |
| 1041 FFA1F | Manage Risks | 3 | 6 | Generic |
| 1041 FFA1G | Ensure Safety/Security | 3 | 6 | Generic |
| 1041 FFA2A | Manage Sea Transport | 4 | 16 | Technical |
| 1041 FFA2B | Manage Air Transport | 4 | 16 | Technical |
| 1041 FFA2C | Perform Customs Clearance | 4 | 10 | Technical |
| 041600453 | Occupational health and safety | 2 | 3 | Technical |
| 041600455 | Communicate in the workplace to support customers and team | 3 | 6 | Technical |

| | | | | |
|------------------|--|---|---|-----------|
| 041600459 | Work effectively in a customer service - sales environment | 3 | 7 | Technical |
| 041600460 | Develop professionalism | 3 | 3 | Technical |
| 041600461 | Comply with health and safety regulations | 3 | 2 | Technical |

Level 3-4 will take Six months' time all together.

Packaging of NVQF

The packaging of competencies is given as follows:

| Title | Packages of Competency Standards |
|---|--|
| National Vocational Certificate level 3, in (Logistics & Supply Chain) “Freight Forwarding & Shipping Assistant” | 1041FFA1A+1041 FFA1B+1041 FFA1C+1041 FFA1D+1041 FFA1E+1041 FFA1F+1041 FFA1G |
| National Vocational Certificate level 4, in (Logistics & Supply Chain) “Freight Forwarding & Shipping Associate” | 1041 FFA2A+1041 FFA2B+1041 FFA2C |

Competency Standard A: Explore Business Potential

Overview

This competency standard covers the skills and knowledge required to identify prospects for sales, prepare profiles of potential customers, qualify prospects for sales according to SOPs, approach qualified target customers for sales, close sales opportunity, execute customer requirement and retain customers.

| Competency Units | Performance Criteria |
|---|---|
| A1- Identify Prospects for sales | <p>Trainee will be able to:</p> <p>P1. Gather data from electronic media</p> <ul style="list-style-type: none">• TV• Internet• Social Media, etc. <p>P2. Gather data from Print Media</p> <ul style="list-style-type: none">• Newspaper• Billboards• Newsletters• Journals• Publications, etc. <p>P3. Compile prospects for sales</p> |
| A2: Prepare Profiles of potential customers | <p>Trainee will be able to:</p> <p>P1. Collect Fundamental Contact Information of potential customers</p> <p>P2. Identify need of Services/Product of potential customer</p> |

P3. Prepare profiles of the potential customers

A3. Qualify Prospects for sales according to SOP

Trainee will be able to:

- P1.** Evaluate Customer's buying Behavior
- P2.** Identify service requirements
- P3.** Evaluate in-house/outsource capability
- P4.** Prepare list of qualified target customers

A4. Approach qualified target customers for sales

Trainee will be able to:

- P1.** Obtain an appointment from target customers
- P2.** Prepare sales strategy for target
- P3.** Execute Sales strategy to target customers as per plan
- P4.** Extract genuine inquiry

A5. Close Sales opportunity

Trainee will be able to:

- P1.** Interpret customer query's nature
- P2.** Initiate communication to concerned / counterpart for rates
- P3.** Make Proposal / Quotation
- P4.** Review before submission of Proposal / Quotation
- P5.** Submit Proposal / Quotation
- P6.** Accord consent of business from customer
- P7.** Prepare Sales Report

| | |
|--|--|
| <p>A6. Execute customer requirement</p> | <p><i>Trainee will be able to:</i></p> <ul style="list-style-type: none"> P1. Align concern departments for service delivery P2. Send routing orders to agents/contractors P3. Execute Service Level Agreements P4. Allocate Hyper-care period for customer |
| <p>A7. Retain Customer</p> | <p><i>Trainee will be able to:</i></p> <p>Ensure swift execution of business according to SOPs</p> <ul style="list-style-type: none"> P1. Offer additional competitive services to customers P2. Maintain status sheets P3. Communicate Status regularly P4. Follow up for future business P5. Arrange sales promotion activities P6. Maintain Customers/Deals Data |

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

1. Customer approaching techniques.
2. Trade directories
3. Recording Methods and maintaining Database
4. Explore Digital Media & Print media
5. Methods of gathering prospect buying information
6. Market Intelligence and Basic Business understanding
7. Internal compliances
8. SWOC/SWOT (Strength, Weakness, Opportunity and Challenge / Strength, Weakness, Opportunity and threats) Analysis
9. Basic Sales Strategies and Basic Sales/Presentation Skills

10. Basic Communication Skills
11. Customer's Freight Forwarding Requirements
12. Freight Rates Terminologies
13. Basic Negotiation Skills
14. Incoterms
15. Sales Reporting Method
16. Types of Sales Documentation
17. Service Level Agreement
18. Routing Orders
19. Third Party Logistics (3PL) & Forth Party Logistics (4PL)
20. Hyper care Concepts
21. Basic Customer Relationship Management & Customer Retaining Strategies

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Prepare list of qualified target customers based on the evaluation of Customer's buying Behaviors
- Prepare and execute Sales strategy to target customers as per plan
- Extract genuine inquiry by approaching qualified target customers for sales
- Execute Service Level Agreements as per customer requirements

Important points

- Freight Rates Terminologies and updated rates
- Basic concept of incoterms
- Understand sales promotion strategies
- Consider weaknesses and threads as opportunities
- Execute Service Level Agreements
- Compliance of Customer's Freight Forwarding Requirements

Competency Standard B: Manage Land Transport

Overview

This competency standard covers the skills and knowledge required to receive booking of the shipment from the customer, select Transport Company for shipment, arrange means of transport for shipment, schedule pickup/delivery of shipment, communicate shipment status.

| Competency Units | Performance Criteria |
|--|--|
| B1. Receive booking of shipment from the customer | <p><i>Trainee will be able to:</i></p> <p>P1. Receive information about the shipment</p> <ul style="list-style-type: none"> • Type of cargo • Type of shipment • Specification of cargo (volume, weight, dimension) • Pick up/delivery address <p>P2. P2: Acknowledge the booking</p> |
| B2. Select Transport Company for shipment | <p><i>Trainee will be able to:</i></p> <p>P1. Compile vendors according to customer requirements & cargo pick up location/delivery address.</p> <p>P2. Select Transport Company according to:</p> <ul style="list-style-type: none"> • Trucking Time • Transportation Rates • Service – Direct/In-direct • Strong regions/cities <p>P3. Receive forwarding note from customer</p> <p>P4. Place booking with Transport Company</p> <p>P5. Receive booking confirmation</p> <p>P6. Inform booking details to the customer</p> |
| B3. Arrange means of transport for shipment | <p><i>Trainee will be able to:</i></p> <p>P1. Select means of transport according to the classification & specification of the cargo.</p> <p>P2. Comply Health Safety Environment (HSE) requirement.</p> <p>P3. Communicate cargo handling instructions to Transport Company</p> |
| B4. Schedule pickup/delivery of shipment | <p><i>Trainee will be able to:</i></p> <p>P1. Prepare loading/unloading plan</p> <p>P2. Arrange equipment as per loading/unloading plan</p> |

- P3.** Select route plan for the cargo
- P4.** Coordinate shipment pickup from Customer/vendor/transporter/port
- P5.** Ensure loading/unloading compliance
- P6.** Ensure timely delivery of the cargo
- P7.** Issue Consignment Note
- P8.** Arrange necessary documents to carrier/transporter

| | |
|---|---|
| B5. Communicate shipment status to customer / counterparts | Trainee will be able to: |
| | <ul style="list-style-type: none"> P1. Track the shipment from pickup to delivery. P2. Communicate status of the shipment to the customer P3. Inform customer to make necessary arrangements prior arrival of cargo at destination. |

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

1. Modes of cargo and their basic Packing standards
2. FTL/ LTL – Full Truck Load /Less then Truck Load
3. FCL/FCL – Full Container Load / Less then Container Load
4. Out of gauge (OOG) cargo/special cargo
5. Traffic rules / road conditions
6. Different vendors offering service on the desired sectors / regions / areas.
7. Transport routes / geography
8. Consolidation / truck / vehicle schedules
9. Norms of national trucking business
10. types of vehicles, trailers and containers
11. Heath Safety Environment regarding Transportation
12. National Highway rules & regulations
13. Types of rolling stock
14. The basic packing standards
15. Document used such as bill T (Transport Receipt).
16. Loading/Unloading Equipment
17. Loading/Unloading Plan, Strategy & Compliance
18. Issuance of bill T (Transport Receipt)
19. Loading/unloading off dock terminals
20. Online tracking applications
21. Methods to convey the updated status to customer
22. Pre-alert documents (Notice of Arrival, Shipment Invoice)

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Prepare list of transport companies with reference to customer's carrier booking.
- Select means of transport according to specification of the customer's shipment.
- Prepare & execute the loading & unloading plan according to the customer shipments

Important points

- Classification or Types of Cargo/Shipment
- Geography and Land Routes
- Means of Transport
- Loading & Unloading Plan

Competency Standard C: Manage Warehousing

Overview

This competency standard covers the skills and knowledge required to receive goods from the customer, verify items as per documents, inspect received package condition, prepare warehousing documents, allocate storage area for received goods, perform material handling, manage inventory levels and coordination with manufacturer or customer.

| Competency Units | Performance Criteria |
|--|--|
| C1. Receive goods from the customer | <i>Trainee will be able to:</i> P1. Check the actual consignment with received information P2. Check receiving as per SOP |
| C2. Verify items as per documents | <i>Trainee will be able to:</i> P1. Verify cargo with packing list/other documents P2. Inform the management about accuracy/discrepancy of shipment P3. Prepare receipt note for the shipment |
| C3. Inspect received package condition | <i>Trainee will be able to:</i> P1. Inspect received package condition P2. Communicate to packing conditions of the shipment P3. Prepare cargo inspection report |
| C4. Prepare log sheet for general maintenance | <i>Trainee will be able to:</i> |

- P1.** Prepare tally sheet
- P2.** Prepare receipt
- P3.** Prepare discrepancy report
- P4.** Record vehicle reporting time

| | |
|---|---|
| C5. Allocate storage area for received goods | <i>Trainee will be able to:</i> |
| | <ul style="list-style-type: none"> P1. Find Available location for shipment in the warehouse P2. Select suitable available location for shipment P3. Allocate store location to the consignment |

C6. Perform material handling ***The trainee will be able to:***

- P1.** Identify material handling equipment as per cargo requirement
- P2.** Arrange material handling equipment required for handling cargo
- P3.** Supervise handling of consignment as per standard
- P4.** Monitor stacking of goods as per standard

| | |
|------------------------------------|---|
| C7. Manage inventory levels | <i>The trainee will be able to:</i> |
| | <ul style="list-style-type: none"> P1. Understand the storage capacity of the warehouse P2. Follow up with the customers for in/out of stock/cargo P3. Prepare daily reports of inventory |

C8. Manage coordination *The trainee will be able to:*

with manufacturer or

Customer

P1. Comply with customer's requirements

P2. Demonstrate adequate knowledge of customer's cargo

P3. Arrange one-to-one meeting

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

1. Cargo details in terms of its total packaging specifications
2. About contents of loading program/Container Release Order (CRO)/Shipping Order (SO).
3. Cargo receiving/stacking/storing knowledge and handling abnormal cargo
4. Verification/tally process & methods of sorting the cargo
5. The marking standards of the cargo
6. Packaging & Labelling of cargo
7. Reporting guideline and daily receiving report
8. Inspection Reports and documentation preparation as per SOP
9. Cargo dynamics to prepare receipts
10. Reporting requirements as per company policy / Discrepancy Report
11. Vehicle Reporting Time Reports and Warehouse Reports
12. Warehouse documentation & Warehouse space management
13. Norms of Space allocation
14. Environment/temperature control for special cargo
15. Requirements of Cargo for warehousing
16. Adequate requirement of the workforce and material handling equipment
17. Utilization of docks
18. Types of Material Handling equipment

19. Warehouse management system & reporting requirements for customers
20. Inventory reporting requirements and Key Performing Indicators (KPIs)
21. Knowledge of distribution channels

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Prepare Cargo Receipt Note to verify the accuracy of shipment as per customers documents
- Prepare tally sheets, discrepancy reports and vehicle reporting time to manage the log sheet of general maintenance.

Important points

- Warehouse Operations
- Warehouse Functions
- Warehousing Strategies
- Documents involve in warehousing
- Warehouse cube utilization

Competency Standard D: Carryout Packaging/Packing

Overview

This competency standard covers the skills and knowledge required to identify packaging requirement, arrange packing material according to customer requirements, pack goods as per SOPs, apply marking on the packaging, and apply labelling as per standards.

| Competency Units | Performance Criteria |
|---|--|
| D1. Identify packaging requirement | <p>Trainee will be able to:</p> <ul style="list-style-type: none">P1. Identify the types of goodsP2. Identify the required mode of transportP3. Identify the packaging according to mode of transport |
| D2. Arrange packing material according to customer requirements | <p>Trainee will be able to:</p> <ul style="list-style-type: none">P1. Identify the supplier of packing materialP2. Request a quote from the supplierP3. Calculate cost of packagingP4. Quote cost of packaging to customer for approvalP5. Arrange packing material selected by customer |
| D3. Pack goods as per defined customers instructions | <p>Trainee will be able to:</p> <ul style="list-style-type: none">P1. Identify equipment used in packingP2. Arrange equipment for cargo packingP3. Maintain standards of packaging/packingP4. Ensure compliance with customer's specialP5. Arrange Fumigation as per shipment requirement |

D4. Apply marking on *Trainee will be able to:*
packaging

- P1.** Acquire marking guideline from customer
P2. Supervise placement of marking as per customer's instructions

D5. Apply labelling as per standards

Trainee will be able to:

- P1.** Identify the mandatory labels with respect to the goods.
P2. Request Labels from customer
P3. Request labelling instructions from customer
P4. Supervise labelling on the packaged goods as per Standards

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

1. Classification of goods
2. Classes of Dangerous Goods (DG)
3. Types of packaging
4. Packaging standards for different modes of transport
5. Supplier Evaluation Methods
6. Types of Payments
7. Storage standards of packing material
8. Prerequisites of packaging for goods
9. Standard equipment used for packing
10. Norms of packaging
11. Process of packaging
12. Packing standards for the required means of transport
13. Packing standards for different types of goods/cargoes
14. Special instructions supplied by customer
15. Marking standards
16. Placement/positioning of markings on the goods

17. Labelling standards

18. Placement/positioning of Labels on the goods

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Apply packaging to the box as per assessors instructions
- Calculate cost for the packaging of cargo as desired by assessor
- Apply required labelling to the cargo box as describe by assessor

Important points

- Packaging requirements for modes of transports
- Classifications of Goods and Dangerous Goods
- Packaging Standards of goods
- Labeling & Marking standards

Competency Standard E: Execute Distribution

Overview

This competency standard covers the skills and knowledge required to review dispatch order of the goods, prepare order according to dispatch order, and dispatch the prepared order.

| Competency Units | Performance Criteria |
|---|--|
| E1: Review dispatch order of the goods | <p>Trainee will be able to:</p> <ul style="list-style-type: none">P1. Check Inventory in warehouseP2. Locate Inventory in warehouseP3. Evaluate transportation required for movement of goodsP4. Evaluate equipment/labor requirement for movement of goods |
| E2: Prepare order according to dispatch order | <p>Trainee will be able to:</p> <ul style="list-style-type: none">P1. Locate required inventory physicallyP2. Pick up goods as per orderP3. Consolidate goods as per order |
| E3: Dispatch the prepared order | <p>Trainee will be able to:</p> <ul style="list-style-type: none">P1. Arrange means of dispatch of orderP2. Tally prepared order with customer order noteP3. Make arrangement for loading of orderP4. Prepare documentation of orderP5. Collect proof of delivery (POD) |

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

1. Dispatch Documents
2. Dispatch Documentation procedure
3. Dispatching guideline
4. Alternative arrangements for proper material handling equipment
5. Available resources for dispatch
6. Requirement of labour
7. Requirement of material handling equipment
8. Time required to execute the dispatch
9. Order Consolidation Strategies
10. Authority of the receiver/transporter
11. Importance of timely loading/delivery of cargo
12. Importance of ground check once the cargo is loaded
13. Importance of various document submission requirements / record purpose
14. Dispatch Documentation
15. Execution Strategies

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Prepare dispatch order as per assessor's requirements to execute distribution of instructed items.

Important points

- Dispatch Guidelines and Its documentation procedure
- Order Consolidation Strategies
- Dispatch & Delivery execution strategies

Competency Standard F: Manage Risks

Overview

This competency standard covers the skills and knowledge required to identify the liability of service provider, Evaluate Risks involved in shipments, Procure insurance cover for shipment according to risks, Manage claims of the service contracts.

| Competency Units | Performance Criteria |
|---|--|
| F1: Identify liability of service provider | Trainee will be able to: P1. Identify contractual liabilities. P2. Identify liabilities to third party |
| F2: Evaluate Risks involved in shipments | Trainee will be able to: P1. Identify Risk Exposure. P2. Calculate risk exposure limit. |
| F3: Procure insurance cover for shipment according to risks | Trainee will be able to: P1. Identify type of Coverages. P2. Identify exclusions in insurance policy P3. List down Insurance Brokers/Company as per required coverages P4. Procure Covers with required limits P5. Assist customer to procure cargo insurance |
| F4. Manage claims of the service contracts | Trainee will be able to: P1. Check validity of claim. P2. Arrange joint survey with third party surveyor P3. Communicate acceptance/rejection of claims |

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

1. Agents scope of services
2. Agents Contractual Terms
3. Type of Risk Exposure
4. Error and omission
5. Lost and damage
6. Fines and Penalties
7. Cost and expenses
8. Equipment
9. Risk Exposure Calculation
10. Transport Conventions
11. Company Standard Trading Conditions
12. Insurance providers.
13. Types of Policies & Covers.
14. Claim procedures
15. Claim Documents
16. Time Bar Conditions

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Identify risks involved in assigned shipment task by making a list of key factors influence in risk exposure
- Prepare mitigation steps for risks associated with the assigned shipment with suitable insurance covers.

Important points

- Types of Risks
- Risk Management
- Transport Conventions
- Types of policies and its covers
- Insurance Companies and their policies

Competency Standard G: Ensure Goods Safety and Security

Overview

This competency standard covers the skills and knowledge required to identify safety/security concerns, take preventive measures, perform security/safety audit.

| Competency Units | Performance Criteria |
|--|--|
| G1. Identify Safety/Security concerns | Trainee will be able to: P1. Identify commercial threats. P2. Identify physical threats for the goods. P3. List down safety/security risks. |
| G2. Take preventive Measures | Trainee will be able to: P1. List Safety/Security preventive measures P2. Select Safety/Security preventive measures as per safety/security risks P3. Follow safety/security precautionary measure to mitigate risks. |
| G3. Perform Security/Safety Audit | Trainee will be able to: P1. Prepare safety/security audit checklist. P2. Identify non-compliance from the audit checklist P3. Prepare plan to address non-compliance points |

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

1. Understanding definitions of Safety and Security.
2. Knowledge of Safety and Security risks.
3. Knowing of Domestic and International Programs (e.g. DGR, VGM, AMS, ISF, SOLAS, AFR etc.)
4. Safety & Security Terminologies.
5. Domestic / International Regulations
6. Dangerous Goods Regulations
7. Company Policies on Customer Profiling
8. Domestic/International Regulations
9. Safety/Security Program
10. Content of Audit Check List
11. Processes of Security/Safety Audit
12. Types of Audit Plan
13. Types of Audit Check List
14. Methods of safety & security auditing

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Select Safety/Security preventive measures to mitigate risks as per identified safety/security risks on assigned tasks
- Perform security/Safety audits on assigned tasks by the assessor according to the audit plan and provided check list

Important points

- Domestic and International Security & safety Programs
- Safety & Security Definitions & Risk

Competency Standard H: Manage Sea Transport

Overview

This competency standard covers the skills and knowledge required to receive booking of shipment from the customer, select shipping line (Performing Carrier) for shipment, receive shipment at port terminal, prepare shipping documents of consignment, and communicate shipment status to customers/counterparts.

| Competency Units | Performance Criteria |
|---|--|
| H1. Receive booking of shipment from the customer | <p><i>Trainee will be able to:</i></p> <p>P1. Receive information about the shipment including</p> <ul style="list-style-type: none">• Type of cargo• Type of shipment• Specification of cargo (volume, weight, dimension)• Pick up/delivery address <p>P2. Acknowledge the booking</p> <p>P3. Prepare booking sheet</p> <p>P4. Keep records of bookings</p> |
| H2. Select Shipping Line (Performing Carrier) for shipment | <p><i>Trainee will be able to:</i></p> <p>P1. Compile list of Shipping Lines according to customer's requirements & cargo origin/destination</p> <p>P2. Shortlist Shipping line according to:</p> <ul style="list-style-type: none">• Vessel schedule• Freight Rates• Strong regions/sectors/areas served <p>P3. Place booking with Shipping Line</p> <p>P4. Received Container release order (CRO)/loading program (LP) from shipping line</p> |

P5. Inform booking details to the customer

H3. : Receive Shipment at Port Terminal

Trainee will be able to:

- P1.** Follow up shipment gate in status
- P2.** Check shipment release status
- P3.** Follow up shipment till sailing

H4. Prepare shipping documents of consignment

Trainee will be able to:

- P1.** Prepare Bill of Lading(B/L) as per Shipping Instructions (SI)
- P2.** Send draft B/L for customer's approval
- P3.** Request the customer for bank documents as per State Bank of Pakistan (SBP) regulations
- P4.** Submit received documents from customer to carrier/shipping line for B/L collection
- P5.** Issue B/L to customer

H5. Communicate shipment status to customer / counterparts

Trainee will be able to:

- P1.** Prepare Pre-alert docs
- P2.** Send pre-alert docs to overseas destination offices
- P3.** Track the shipment from origin to destination.
- P4.** Communicate status of the shipment to the customer
- P5.** Inform customer to make necessary arrangements prior arrival of cargo at destination

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

1. Classification/ types & Specification of cargo
2. Packing standards
3. Pick-up Point and acknowledgement Methods
4. Recording Methods
5. LCL – Loose Cargo & FCL – Full Container Load
6. Different vendors offering service on the desired sectors/ regions/ areas.
7. Global shipping routes/ geography
8. Consolidation/ vessel schedules
9. Carrier Web portal Knowledge and Terminals/(Container Freight Station (CFS) web portals
10. Name & Locations of Container Freight Station (CFS) and Ports/Terminal
11. Names and locations Dry Ports
12. Types of Bills of Lading and State Bank of Pakistan (SBP) regulations concerning issuance of Bill of Lading
13. International compliance of BL – UCP 600 (ICC)
14. Commercial Invoice & Packing List
15. E-Form, N.O.C, L/C, etc.
16. Foreign Exchange Manuals
17. Online tracking applications
18. Pre-alert documents (Notice of Arrival, Shipment Invoice)

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Receive booking and select shipping line as per the cargo shipment
- Prepare Bill of Lading as per shipping instructions
- Prepare and send pre- alert documents to concern counterparts

Important points

- Global shipping routes/Geography
- Consolidation/Vessel schedules
- Name & Locations of Container Freight Station (CFS)
- Names & Locations of Ports/Terminal
- Names and locations Dry Ports
- Types of Bills of Lading
- State Bank of Pakistan (SBP) regulations

Competency Standard I: Manage Air Transport

Overview

This competency standard covers the skills and knowledge required to receive booking air shipment from the customer, select airline for the shipment, receive shipment at cargo terminal, prepare air shipping documents of consignment, communicate air shipment status, prepare sales report for airline.

| Competency Units | Performance Criteria |
|--|---|
| I1. Receive booking of Air shipment from the customer | <p>Trainee will be able to:</p> <p>P1. Receive shipment information from customer including:</p> <ul style="list-style-type: none">• Type of cargo• Type of required loading unit• Type of shipment• Specification of cargo (volume, weight, dimension) <p>P2. Validate rates</p> <p>P3. Acknowledge the booking</p> |
| I2. Select Airline for Air shipment. | <p>Trainee will be able to:</p> <p>P1. Compile Airline list according to customer requirements & cargo origin/destination</p> <p>P2. Select -Airline according to:</p> <ul style="list-style-type: none">• Transit Time• Freight Rates• Service – Direct/In-direct |

| | |
|--|--|
| | <ul style="list-style-type: none"> • Strong regions/sectors/areas served <p>P3. Place booking with Airline</p> <p>P4. Receive booking confirmation with flight details</p> <p>P5. Inform booking details to the customer</p> |
| I3. Receive Shipment at Cargo Terminal | <p><i>Trainee will be able to:</i></p> <p>P1. Check packaging conditions of the cargo</p> <p>P2. Arrange weighting of cargo</p> <p>P3. Arrange measurement of cargo</p> <p>P4. Calculate chargeable weight</p> <p>P5. Follow up till customs release</p> <p>P6. Submit custom release document to Airline for cargo acceptance</p> <p>P7. Report chargeable weight, gross weight and no. of packages to operations dept.</p> |
| I4. Prepare air shipping documents of consignment | <p><i>Trainee will be able to:</i></p> <p>P1. Prepare Airway bill as per Shipper/consignee Instructions (SI) provided by the customer.</p> <p>P2. Prepare cargo manifest</p> <p>P3. Submit documents to airline</p> <p>P4. Ensure provision of Commercial Invoice, Packing List, L/C if required, from the customer</p> <p>P5. Share AWB draft to customer</p> <p>P6. Received Approved AWB from customer</p> <p>P7. Prepare freight invoices for customer</p> |
| I5. Communicate air shipment status to customer / counterparts. | <p><i>Trainee will be able to:</i></p> <p>P1. Track the shipment from origin to destination</p> <p>P2. Prepare Pre-alert docs</p> |

- P3.** Send pre-alert docs to overseas destination offices
- P4.** Communicate status of the shipment to the customer
- P5.** Inform customer to make necessary arrangements prior arrival of cargo at destination

I6. Prepare Sales Report *Trainee will be able to:*
for airline.

- P1.** Prepare Sales Report for airline record
- P2.** Submit Sales Report for airline record

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

1. Classification of cargo/ weight slab
2. Packing standards
3. Air Cargo Standard
4. Full Charter Standard
5. IATA TACT Rules and Rates
6. International Organizations' rules & regulation
7. National Organizations' rules & regulations (Civil Aviation's)
8. Type of Air Crafts and their handling Instructions
9. Different vendors offering service on the desired sectors/regions/areas.
10. Global Air routes / geography and schedule of Airline
11. Consolidation Planning
12. Calculation Chargeable Weight
13. Measurement Calculation Formulas and Technique
14. Calculation of volumetric weight
15. Different types of Airway bills/ House Air way bill
16. International compliance of air way bill (AWB) and State Bank of Pakistan (SBP) regulations concerning issuance of Airway bill
17. Types and terms of manifest for air shipment
18. Process of Import Manifestation & Deconsolidation

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Receive booking and select airline as per the cargo shipment
- Calculate & Report chargeable weight, gross weight and no. of packages to operations dept.
- Prepare Airway Bill as per shipping instructions for assigned shipment

Important points

- Classification of cargo
- IATA Tact Manuals
- National & International civil aviation rules & regulations
- Global Air routes/geography
- Calculation Chargeable Weight
- Measurement Calculation Formulas
- Types of Airway bills

Competency Standard I: Perform Custom Clearance

Overview

This competency standard covers the skills and knowledge required for shipments (inbound/outbound), Request documentation of goods for customs clearance, assess documentation of shipments, Generate E/I Forms for shipment, Prepare goods declaration, Execute Customs Clearance operations of the shipment, Arrange delivery of cleared goods.

| Competency Units | Performance Criteria |
|---|---|
| I1. Identify types of shipments (inbound/outbound) | <p>Trainee will be able to:</p> <p>P1. Collect shipment information/query</p> <p>P2. Identify type of shipment</p> <p>P3. Check customer's registration in customs (WeBOC)</p> |
| I2. Request documentation of goods for customs clearance. | <p>Trainee will be able to:</p> <p>P1. Make a formal request for documentation</p> <p>P2. Ensure required documents are received as per shipment</p> <p>P3. Arrange documents from third party</p> |
| I3. Assess documentation of shipments | <p>Trainee will be able to:</p> <p>P1. Verify contents of packing list with B/L</p> <p>P2. Check contents of invoice with B/L</p> <p>P3. Check contents of packing list with actual cargo</p> <p>P4. Check content of invoice with actual cargo</p> <p>P5. Check Import General Manifest (IGM) for the Imported Shipment</p> <p>P6. Check shipment arrival</p> <p>P7. Check for Cut off time with respect to Loading program</p> |

| | |
|---|--|
| I4. Generate Export/Import (E/I) Forms for shipment | <i>Trainee will be able to:</i> P1. Check contents of I/E forms with documents P2. Generate E/I form on behalf of customer P3. Send generated E/I form to customer for processing. |
| I5. Prepare goods declaration for shipment | <i>Trainee will be able to:</i> P1. Verify customer business entity information P2. Check authorization of clearing agent in WeBOC system P3. Insert/feed data in WEBOC as per documents received P4. Submit GD to customs |
| I6. Execute Customs Clearance operations of shipment | <i>Trainee will be able to:</i> P1. Manage applicable duties & taxes payments P2. Manage consignment to pass in custom bonded areas/port P3. Coordinate for examination of cargo P4. Coordinate for assessment of cargo value P5. Manage/submit additional duties/taxes |

Knowledge & Understanding

The candidate must be able to demonstrate underpinning knowledge and understanding required to carry out the tasks covered in this competency standard. This includes the knowledge of:

1. Difference between mode/type of shipment.
2. Process of Registration of Weboc
3. The required documents for inbound cargo like packing list, commercial invoice, B/L, COO, FTA (if any), etc.
4. The required documents of outbound cargo like packing list, Invoice, CRO, etc.
5. Third Party Documents & Procedure
6. Name & Locations of Customs Entry Points
7. Names & Location of Sea Ports, Air ports, terminals and dry ports
8. HS Codes/commodities knowledge
9. Customs Act/rules, Statutory Regulatory Orders (SROs), Customs General Orders (CGOs)
10. Import/export polity and Free Trade Agreements (FTA)

11. Content of E Form & I Form and their Requirement
12. Procedure for arranging E/I Forms
13. Document verification process
14. Complete customs procedures & tariff (PCT)
15. Calculation of duties & taxes
16. Process of customs examination
17. Types of assessment of cargo value
18. Port Clearance Procedures and Customs Clearance Documentations
19. Shipping Line Process and documentations

Critical Evidence(s) Required

The candidate needs to produce following critical evidence(s) in order to be competent in this competency standard:

- Check contents of I/E forms with documents to generate E/I form on behalf of customer for custom clearance process.
- Prepare goods declaration (GD) for shipment as per feed data in WEBOC & as per documents received

Important points

- Export Document Requirement
- Import Document Requirement
- Process of Registration in Weboc
- Weboc Usage
- Customs Documents Requirements & Its process

Occupational health and safety

Purpose

It is for the safety of persons working in that environment.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

| Unit of Competency | Performance Criteria | Knowledge |
|--|--|---|
| I1. Identify and implement safe working practices | You must be able to: P1. Study of facility layout design and operations P2. Implement the health and safety measures | You must know and understand: K1. Knowledge of health and safety precautions |

Communicate in the workplace to support customers and team

Purpose

This Competency standard identifies the competencies required to communicate in the workplace to support customers and team as per organization's approved guidelines and procedures. You will be expected to communicate face-to-face with customers, use technology to communicate with customers, communicate with customers and colleagues from diverse backgrounds, work in a team, ask appropriate probing / questioning from customers and provide continuous feedback to customers / colleagues. Your underpinning knowledge about basic communication tools and correspondence tactics will be sufficient for you to provide the basics of the work.

Classification ISCED

Available grade

Competent / Not yet competent

Modification history

N/A

| Unit of Competency | Performance Criteria | Knowledge |
|---|--|---|
| B1. Communicate face-to-face with customers. | You must be able to: P1. Maintain welcoming customer environment that reflects company branding and market position and is in line with the company policy and procedures. P2. Greet customer warmly according to company policy and procedures. P3. Create effective service environment through verbal | You must be able to: K1. Explain different techniques that can be applied when communicate with customer face to face K2. Describe types of customer behavior and dealings K3. Explain different communication skills and techniques K4. Explain the basic key elements of the |

| | | |
|--|---|--|
| | <p>and non-verbal interaction according to company policy and procedures.</p> <p>P4. Use questioning and active listening to determine customer needs.</p> <p>P5. Use positive and inclusive language.</p> <p>P6. Recognize personal factors impact on customer service delivery</p> | <p>K5. Describe a range of communication methods that can be used to effectively communicate with customers and identify the most appropriate to use in different situations.</p> <p>K6. Explain how 'body language' impacts on the communication process.</p> |
| B2. Use technology to communicate with customers. | <p>You must be able to:</p> <p>P1. Answer telephone according to the company procedures.</p> <p>P2. Questioning and active listening to identify caller and establish and confirm requirements.</p> <p>P3. Use telephone system functions according to instructions.</p> <p>P4. Use email, social networking sites and other technologies to receive and process information and customer requests in line with company policy and procedures.</p> <p>P5. Record and promptly pass on messages or information.</p> <p>P6. Inform customer of any problems and relevant action being taken.</p> <p>P7. Perform follow-up action as necessary.</p> | <p>You must be able to:</p> <p>K1. Identify the recognized principles of communicating electronically, by telephone and in writing.</p> <p>K2. Describe the different methods of collecting customer feedback on telephone.</p> <p>K3. Explain the importance of collecting customer feedback and how this can be used to improve customer service.</p> <p>K4. Describe how technology can affect and enhance the service delivery process.</p> |
| B3. Communicate with customers and colleagues from diverse backgrounds. | <p>You must be able to:</p> <p>P1. Treat customers and colleagues from diverse backgrounds with respect and sensitivity.</p> <p>P2. Consider cultural differences in verbal and non-verbal communication.</p> <p>P3. Use gestures or simple words to communicate where</p> | <p>You must be able to:</p> <p>K1. Identify the barriers to effective communication that can arise and how best to deal with these.</p> <p>K2. Identify and explain when it is necessary to seek advice or assistance from colleagues and when to take own initiative.</p> |

| | | |
|---|---|---|
| | <p>P4. Obtain assistance from colleagues or supervisors when required to facilitate communications.</p> | <p>K3. Describe different types of dealngs techniques with different types of behaviors</p> |
| B4. Work in a team. | <p>You must be able to:</p> <p>P1. Display a courteous and helpful manner at all times.</p> <p>P2. Complete allocated tasks willingly, according to set timeframes.</p> <p>P3. Actively seek or provide assistance by approaching other team members when difficulties arise.</p> <p>P4. Identify and use lines of communication with supervisors and peers according to company policy.</p> <p>P5. Encourage, acknowledge and act upon constructive feedback provided by other team members.</p> <p>P6. Use questioning to minimise misunderstandings.</p> <p>P7. Identify signs of potential workplace conflict wherever possible and take action to resolve the situation using open and respectful communication.</p> <p>P8. Participate in team problem solving.</p> <p>P9. Interpret organization's goals and objectives and translate them into individual targets</p> <p>P10. Prepare plan of action to achieve individual as well as team goals</p> | <p>You must be able to:</p> <p>K1. Define team work.</p> <p>K2. Explain the importance of team work.</p> <p>K3. Define company goals and objectives as well as SOPs of the company</p> <p>K4. Explain different concepts and techniques of problem solving</p> <p>K5. Describe systematic decision making process</p> <p>K6. Describe characteristics of a successful teamwork experience.</p> |
| B5. Ask appropriate probing / questioning from customers | <p>You must be able to:</p> <p>P1. Use different types of questions when appropriate.</p> <p>P2. Allow the other person to answer freely.</p> <p>P3. Collect facts, information and data about the other person's</p> | <p>You must be able to:</p> <p>K1. Explain:</p> <ul style="list-style-type: none"> • Open-ended questions • Close-ended questions • High gain questions • Mirror questions • Probing questions |

| | | |
|---|---|---|
| | <p>situation.</p> <p>P4. Focus on the necessary information (information that links directly to product or service)</p> | <ul style="list-style-type: none"> • Situation questions |
| B6. Provide continuous feed-back | <p>You must be able to:</p> <p>P1. Give and receive feed-back with customers.</p> <p>P2. Apply appropriate body language and read customers body language.</p> <p>P3. Give and receive feed-back with internal departments.</p> <p>P4. Design a communication system / process and share information.</p> <p>P5. Gain commitment from others to work together in the interest of the customers.</p> <p>P6. Conduct meetings.</p> <p>P7. Utilize the feed-back to identify opportunities for product / service improvement.</p> | <p>You must be able to:</p> <p>K1. Explain how to use customer feed-back to improve your business</p> <p>K2. Define importance of body language.</p> <p>K3. Explain communication ethics.</p> <p>K4. Define organizational Jargon.</p> |

Work effectively in a customer service/ sales environment

Purpose

This Competency standard identifies the competencies required Work Effectively in a Customer Service/Sales Environment as per Organization's approved guidelines and procedures. You will be expected to work within organizational requirements, support the work team, maintain personal presentation, develop effective work habits, portray ethical behaviour and acquire up to date product / service knowledge. Your underpinning knowledge about Work Effectively in a Customer Service/Sales Environment will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

| Unit of Competency | Performance Criteria | Knowledge |
|--|--|---|
| F1. Work within organizational requirements. | <p>You must be able to:</p> <p>P1. Identify and read organisation's requirements and responsibilities and seek advice from appropriate people where necessary.</p> <p>P2. Interpret staff rosters and provide sufficient notice of unavailability</p> | <p>You must be able to:</p> <p>K1. Define industry awards and agreements that relate to personal job role and terms and conditions of employment.</p> <p>K2. Differentiate between employer and employee responsibilities.</p> <p>K3. Explain different relevant legislation and statutory requirements.</p> |

| | | |
|--|---|--|
| | <p>for rostered hours according to workplace policy and procedures.</p> <p>P3. Develop and use a current working knowledge and understanding of employee and employer rights and responsibilities.</p> <p>P4. Comply with relevant duty of care and legal responsibilities, and support organisational culture.</p> <p>P5. Identify roles and responsibilities of colleagues and immediate supervisors.</p> <p>P6. Identify standards and values considered to be detrimental to the organisation and communicate this through appropriate channels.</p> <p>P7. Identify, recognise and follow behaviour that contributes to a safe and sustainable work environment.</p> | |
|--|---|--|

| F2. Support the work team. | You must be able to: | You must be able to: |
|----------------------------|--|---|
| | <p>P1. Display courteous and helpful behaviour at all times.</p> <p>P2. Take opportunities to enhance the level of assistance offered to colleagues and meet all reasonable requests for assistance within acceptable workplace timeframes.</p> <p>P3. Complete allocated tasks as required.</p> <p>P4. Seek assistance when</p> | <p>K1. Explain the importance of team work</p> <p>K2. Define workplace relations</p> <p>K3. Explain workplace policies, plans and procedures, including:</p> <ul style="list-style-type: none"> • Dealing with grievances • Discriminatory behavior • Equal opportunity issues. • Staff rosters and notification of shift • Availability or non-attendance |

| | | | |
|--|---|---|---|
| | | <p>difficulties arise.</p> <p>P5. Use questioning techniques to clarify instructions or responsibilities.</p> <p>P6. Identify and display a non-discriminatory attitude in all contacts with customers and other staff members.</p> | <ul style="list-style-type: none"> • Providing customer service to colleagues and customers. |
| F3. Maintain personal presentation. | You must be able to: | You must be able to: | |
| | <p>P1. Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.</p> <p>P2. Follow personal hygiene procedures according to organisational policy and relevant legislation.</p> | <p>K1. Explain hygiene and personal presentation</p> <p>K2. Explain the importance of workplace ethics</p> | |
| F4. Develop effective work habits. | You must be able to: | You must be able to: | |
| | <p>P1. Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.</p> <p>P2. Ask questions to seek and clarify workplace information.</p> <p>P3. Plan and organise daily work routine within the scope of the job role.</p> <p>P4. Prioritise and complete tasks according to required timeframes.</p> <p>P5. Identify work and personal priorities and achieve a balance between competing priorities</p> | <p>K1. Explain staff counseling and disciplinary procedures</p> <p>K2. Describe workplace organizational structure.</p> | |

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| F5. Portray ethical behavior | You must be able to: <p>P1. Follow ethical code of conduct.</p> <p>P2. Understand your customer's code of ethics.</p> <p>P3. Declare conflict of interest.</p> <p>P4. Maintain confidentiality.</p> <p>P5. Honour your commitments (timeframe, deliverables etc.)</p> <p>P6. Use internet for business only on company time.</p> | You must be able to: <p>K1. Explain the importance of ethical behavior.</p> <p>K2. Explain the importance of commitment in sales and customer services.</p> |
| F6. Acquire up to date product / service knowledge | You must be able to: <p>P1. Gather information about your product / services.</p> <p>P2. Identify the components of your product and services.</p> <p>P3. Recognize the essential selling features of your products and services.</p> <p>P4. Translate all essential features of your product and services.</p> <p>P5. Analyze product success.</p> <p>P6. Identify your market position.</p> <p>P7. Familiar with all product promotions, sales manuals and product literature.</p> <p>P8. Keep information of latest technology advances and seek ways to use these technologies in your work.</p> | You must be able to: <p>K1. Explain:</p> <ul style="list-style-type: none"> • Price per product. • Profit per product / service. • Price flection • Product strengths • Product weaknesses. • Warranty / guarantee policies. • Packaging facilities and potential. <p>K2. Explain how your product/service fits into your customers overall operations, business plan, sales success, operation cost etc.</p> |

Develop professionalism

Purpose

This Competency standard identifies the competencies required to Develop Professionalism as per Organization's approved guidelines and procedures. You will be expected to create a personal vision / mission, manage your attitude, practice self-discipline, manage time, manage your professional development, and participate in trainings and performance review. Your underpinning knowledge about Develop Professionalism will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

| Unit of Competency | Performance Criteria | Knowledge |
|--|---|---|
| G1. Create a personal vision / mission | You must be able to: P1. Clarify / prioritize self-values and consider the value of others. P2. Clarify expectations of yourself and expectations others have of you. P3. Identify what you need to do to be successful (personal standards, targets, goals, principals) P4. Set specific short and long term goals. | You must be able to: K1. Explain long and short term goals. K2. Explain why personal vision and mission is important for success. K3. Describe the advantages of personal vision and mission. |

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| | <p>P5. Translate the vision into actionable steps.</p> <p>P6. Integrate the vision into daily practice.</p> <p>P7. Recount frequently with your vision and change accordingly.</p> | |
| G2. Manage your attitude. | <p>You must be able to:</p> <p>P1. Challenge yourself, break old habits, and move out of your comfort zone.</p> <p>P2. Practice innovative techniques for out of the box creative thinking.</p> <p>P3. Seek out support and feedback from others on the team, in the organization / community etc.</p> <p>P4. Identify daily, weekly accomplishments.</p> <p>P5. Read inspirational material, audiotapes etc.</p> | <p>You must be able to:</p> <p>K1. Explain the importance of personal and professional motivation</p> <p>K2. Identify your positive attitude.</p> <p>K3. Explain the advantages of innovative ideas and techniques during job.</p> |
| G3. Practice self-discipline | <p>You must be able to:</p> <p>P1. Accountable for your performance.</p> <p>P2. Identify what you need to do to be successful.</p> <p>P3. Communicate your priorities to others.</p> <p>P4. Make and honour appointments with yourself and others.</p> <p>P5. Practice relaxation and energizing techniques.</p> | <p>You must be able to:</p> <p>K1. Explain the importance of communication.</p> <p>K2. Explain the advantages of self-discipline.</p> |
| G4. Manage time | <p>You must be able to:</p> <p>P1. Isolate key success activities and prioritize them.</p> <p>P2. Breakdown large tasks down into manageable action steps (set time frame).</p> <p>P3. Create or adopt action plans and follow it.</p> <p>P4. Set aside appropriate blocks of time for goal-</p> | <p>You must be able to:</p> <p>K1. Explain the importance of time management to achieve different tasks.</p> |

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| | | related activities. |
| | P5. Make the best possible use of support people / resources to accomplish tasks. | |
| G5.Manage your professional development | You must be able to: P1. Take inventory of your personal interests, abilities, skills, knowledge etc. P2. Identify and prioritize the strengths and gaps. P3. Use available assessment tools. P4. Create a personal growth strategy / career path. P5. Set personal goals and timeframe for achieving them. P6. Learn from your mistakes. | You must be able to: K1. Explain the importance and need of professional development. |
| G6.Participate in trainings and performance review | You must be able to: P1. Analyse, evaluate and improve performance, and report significant issues/problems to senior management P2. Demonstrate to-do attitude in profession P3. Demonstrate understanding of skills requirements P4. Use the competences acquired in trainings | You must be able to: K1. Define concept about performance standards. K2. Explain policies, procedures and regulations regarding human resources of the organization. K3. Explain self-planning and management techniques K4. Define goals and strategies of self- development. K5. Explain relevant knowledge about training / job requirements |

Comply with health and safety regulations

Purpose

This Competency standard identifies the competencies required to comply with health and Safety Regulations as per Organization's approved guidelines and procedures. You will be expected to interpret health and safety regulations, apply basic safety procedures and apply basic emergency procedures. Your underpinning knowledge about comply with health and safety regulations will be sufficient for you to provide the basics of the work.

Classification ISCED

0416 Wholesale and retail sales

Available grade

Competent / Not yet competent

Modification history

N/A

| Unit of Competency | Performance Criteria | Knowledge |
|--|--|---|
| H1.Interpret health and safety regulations, standards and guidelines of an organization. | <p>You must be able to:</p> <p>P1. Identify, understand and apply health and safety regulations at workplace</p> <p>P2. Assess risk of injury and equipment damages in common work situations and report to department concerned for timely response</p> <p>P3. Participate in quality enhancement of products</p> | <p>You must be able to:</p> <p>K1. Explain concepts and principles of health, safety, quality and environment regulations.</p> <p>K2. Define types of risk of injuring and equipment damages.</p> <p>K3. Describe types of risk and injury at workplace.</p> <p>K4. Explain the procedure of dealing with risk and injury</p> |

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| | <p>or services of the organization</p> <p>P4. Comply with quality and safety standards effectively</p> <p>P5. Handle toxic and hazardous material and product with caution</p> <p>P6. Assess risk of injuries and accidents and report it to senior management for avoiding serious injuries</p> | <p>situation.</p> <p>K5. Explain health and safety policies and guidelines of the organization.</p> <p>K6. define characteristics and types of toxic and hazardous material or products offered by company and their impact on environment.</p> |
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H2. Apply basic safety procedures.

You must be able to:

- P1. Follow safety procedures to achieve a safe work environment, according to all relevant WHS legislation, including codes of practice relating to particular hazards in the industry or workplace.
- P2. Identify and report unsafe work practices , including faulty plant and equipment according to company policy and procedures
- P3. Manage dangerous goods and substances according to company policy and relevant legislation.
- P4. Identify potential manual handling risks and manage manual handling tasks according to company policy.
- P5. Report work-related incidents and accidents to designated personnel.
- P6. Participate in consultative processes and procedures for WHS.

You must be able to:

- K1. Explain appropriate use of personal protective clothing.
- K2. Explain the procedure to eliminating hazards.
- K3. Explain first aid procedures.

| H3. Apply basic emergency procedures. | You must be able to: | You must be able to: |
|--|--|---|
| | <ul style="list-style-type: none"> P1. Follow fire and emergency procedures, including evacuation, according to company policy and legislation. P2. Identify designated personnel responsible for first aid and evacuation procedures. P3. Accurately identifies safety alarms. | <ul style="list-style-type: none"> K1. Define fire, chemical and electrical hazards K2. Explain slip, trips and falls K3. Explain the procedure of storage of dangerous goods and hazardous substances and waste. K4. Define communication and consultation processes. K5. Explain manual handling procedures. |

COMPLETE LIST OF TOOLS AND EQUIPMENT

List of Tools

| Sr. # | Description | Specifications | Quantity |
|-------|---|--|---|
| 1. | Pen/Paper/Pencil | | Pen/Pencil – 25 Paper – 25 Rims |
| 2. | Flip Charts | Standard size | 300 |
| 3. | White Boards | 4'x8' | One |
| 4. | File Folders | | 25 |
| 5. | Newsletters | of various trade associations & chambers | 15 |
| 6. | Newspapers | | 15 |
| 7. | Publication | Members directories of various trade bodies and chambers | 15 |
| 8. | Packaging tools | | |
| 9. | Customer Relationship Management Application (Software) | Any CRM software such as <u>Oracle Sales Cloud</u> , or <u>Zoho CRM</u> , or <u>MS Dynamic CRM</u> | One application with option of multiple users |
| 10. | Pallets | Various types | |
| 11. | Cartons | Different sizes | |
| 12. | The Customs Act 1969 | By FBR, GoP, also available at Peti Wala Book Shop | One |
| 13. | Labels | Dangerous Goods & Handling Labels | One set of complete labels |
| 14. | Statutory Regulatory Orders (SROs) | FBR website | |
| 15. | Import & Export Policies | FBR website | |
| 16. | Custom General Orders (CGOs) | FBR website | |

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| 17. | Calculator | | 25 |
| 18. | TACT Manuals | By IATA, available online and at IATA TACT online store | One book latest version in original |
| 19. | Dangerous Goods Regulations Manual by International Air Transport Associations (IATA) | By IATA, available for purchase at IATA online store | One book latest version in original |
| 20. | Technical Instructions by International Civil Aviation Organization (ICAO) | By ICAO, can be purchased from ICAO online store | One book latest version in original |
| 21. | Institute Classes | | |
| 22. | Warehouse Management System Application | Fishbowl Inventory NetSuite WMS Oracle Warehouse Management Infor Supply Chain Management | One application with option of multiple users |
| 23. | Distribution Management System Application | Same as above | One application with option of multiple users |

List of Equipment

| Sr. # | Description | Specifications | Quantity |
|-------|-------------|----------------|----------|
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| 1. Computer with Internet Connectivity | <p>Desktop Computers</p> <p>Processor: Intel i5 6th or 7th Generation</p> <p>2.7 GHz / Turbo Boost up to 3.1 GHz</p> <p>Memory: 4 GB DDR3</p> <p>Hard Drive: 256 GB SATA 7200 RPM;</p> <p>Optical Drive: DVD-RW;</p> <p>Graphics: Intel Integrated;</p> <p>Casing CMT (Desktop)</p> <p>Miscellaneous: At least 4 USB ports (including 2 ports 3,0),</p> <p>Built-in LAN, WLAN Card, LED Screen Size: 19",</p> <p>Keyboard, mouse</p> | 25 |
| 2. Multimedia Projector with Screen | | 1 |
| 3. Printer/Scanner | | 1 |

List of Personal Protective Equipment

| Sr. # | Description | Specifications | Quantity |
|-------|----------------------------|----------------|----------|
| 1. | First AID Box | Standard | 2 |
| 2. | Fire Extinguisher Cylinder | Co2- 5 Kg | 5 |
| 3. | Fire Blanket | Standard | 2 |
| 4. | Fire Bucket | Standard | 2 |
| 5. | Safety Gloves | Standard | 5 |
| 6. | safety googles | White | 5 |
| 7. | Safety Shoes | Standard | 5 |
| 8. | Safety Belt | Standard | 5 |
