

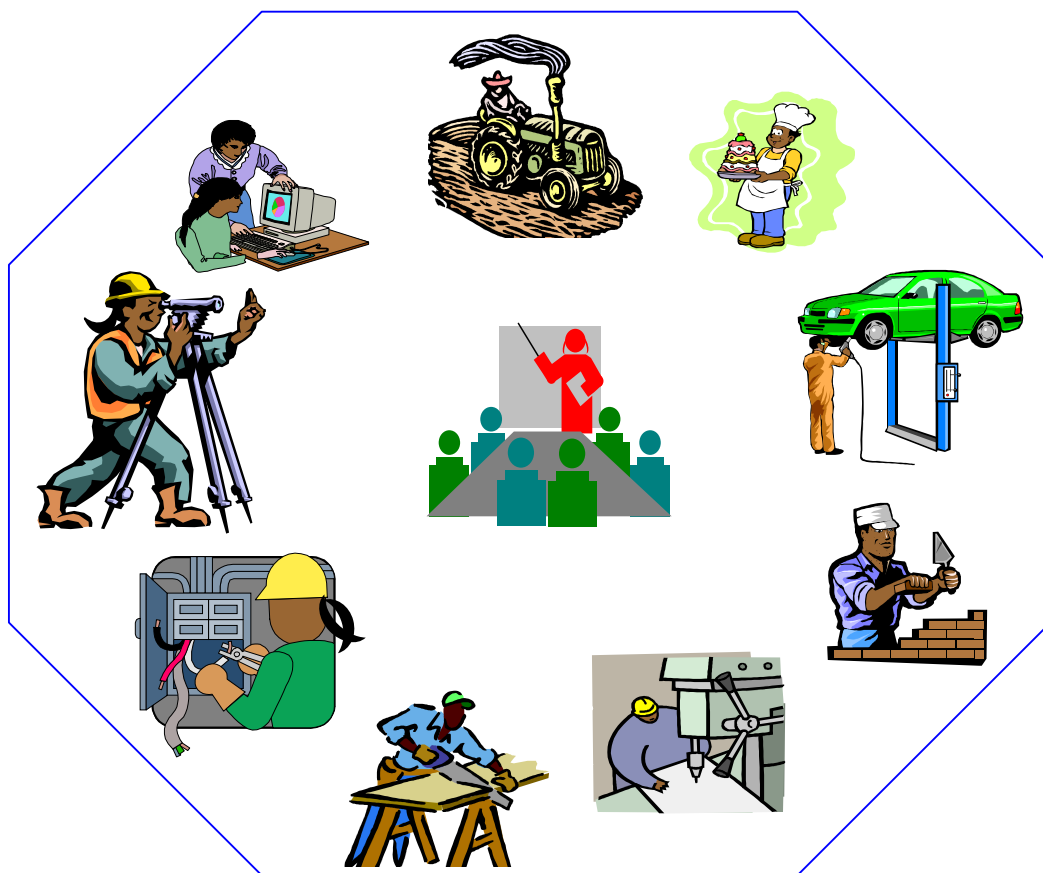


Federal Democratic Republic of Ethiopia

OCCUPATIONAL STANDARD

# TERMINAL CARGO OPERATION SUPERVISION

NTQF Level IV



*Ministry of Education  
September 2013*

## Introduction

Ethiopia has embarked on a process of reforming its TVET-System. Within the policies and strategies of the Ethiopian Government, technology transformation – by using international standards and international best practices as the basis, and, adopting, adapting and verifying them in the Ethiopian context – is a pivotal element. TVET is given an important role with regard to technology transfer. The new paradigm in the outcome-based TVET system is the orientation at the current and anticipated future demand of the economy and the labor market.

The Ethiopian Occupational Standards (EOS) are - a core element of the Ethiopian National TVET-Strategy and an important factor within the context of the National TVET-Qualification Framework (NTQF). They are national Ethiopian standards, which define the occupational requirements and expected outcome related to a specific occupation without taking TVET delivery into account.

This document details the mandatory format, sequencing, wording and layout for the Ethiopian Occupational Standard comprised of Units of Competence.

A Unit of Competence describes a distinct work activity. It is documented in a standard format that comprises:

- Occupational title, NTQF level
- Unit code
- Unit title
- Unit descriptor
- Elements and Performance criteria
- Variables and Range statement
- Evidence guide

Together all the parts of a Unit of Competence guide the assessor in determining whether the candidate is competent.

The ensuing sections of this EOS document comprise a description of the respective occupation with all the key components of a Unit of Competence:

- the chart with an overview of all Units of Competence for the respective occupation (Unit of Competence Chart) including the Unit Codes and the Unit of Competence titles
- the contents of each Unit of Competence – this includes further directions on the contents and format of the unit of competence
- occupational map providing the Technical and Vocational Education and Training (TVET) providers with information and important requirements to consider when designing training programs for this standards, and for the individual, a career path

## UNIT OF COMPETENCE CHART

### Occupational Standard: Terminal Cargo Operation Supervision

#### Occupational Code: **EIS COS**

#### **NTQF Level IV**

<a href="#">EIS COS4 01 0913</a> Organize and Monitor Terminal/Wharf Operations	<a href="#">EIS COS4 02 0913</a> Collect, Analyze and Present Workplace Data and Information	<a href="#">EIS COS4 03 0913</a> Implement and Coordinate Accident- Emergency Procedures
<a href="#">EIS COS4 04 0913</a> Manage Fatigue Policy and Procedures	<a href="#">EIS COS4 05 0913</a> Implement and Monitor Environmental Protection Policies and Procedures	<a href="#">EIS COS4 06 0913</a> Implement and Monitor Stevedoring Regulations
<a href="#">EIS COS4 07 0913</a> Implement, Maintain and Evaluate Dangerous Goods Transport	<a href="#">EIS COS4 08 0913</a> Coordinate Stevedoring clerical Functions	<a href="#">EIS COS4 09 0913</a> Develop Plans to Meet Customer and Organization Needs
<a href="#">EIS COS4 10 0913</a> Apply Conflict/Grievance Resolution Strategies	<a href="#">EIS COS4 11 0913</a> Check and Evaluate Records and Documentation	<a href="#">EIS COS4 12 0913</a> Monitor Crane Operations
<a href="#">EIS COS4 13 0913</a> Direct Crane Operations	<a href="#">EIS COS4 14 0913</a> Coordinate Crane Operations	<a href="#">EIS COS4 15 0913</a> Supervise Mobile Crane Operations
<a href="#">EIS COS4 16 0913</a> Assess and Confirm Customer Transport Requirements	<a href="#">EIS COS4 17 0913</a> Control and Coordinate Incident Responses	<a href="#">EIS COS4 18 0913</a> Plan and Organize Work
<a href="#">EIS COS4 19 0913</a> Migrate to New Technology	<a href="#">EIS COS4 20 0913</a> Establish Quality Standards	<a href="#">EIS COS4 21 0913</a> Develop Individuals and Team
<a href="#">EIS COS4 22 0913</a> Utilize Specialized Communication Skills	<a href="#">EIS COS4 23 0913</a> Manage and Maintain Small/Medium Business Operations	<a href="#">EIS COS4 24 0913</a> Apply Problem Solving Techniques and Tools

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Organize and Monitor Terminal/Wharf Operations
Unit Code	<a href="#">EIS COS4 01 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to organise and monitor terminal/wharf operations in accordance with workplace requirements including organising equipment, machinery and personnel; identifying, assessing and managing potential risks; monitoring work performance and progress; monitoring the status of pending work; solving problems and making decisions; completing all shift requirements; and preparing for the next shift.

Elements	Performance Criteria
1. Organize equipment, machinery and personnel	<p>1.1 Equipment, machinery and <b>personnel</b> are organized to facilitate the safe and efficient loading and unloading of the ship.</p> <p>1.2 Liaison is maintained with supervisors to ensure the availability of adequate resources.</p> <p>1.3 <b>Personal protective equipments</b> are identified and communicated well to ensure safe working area.</p>
2. Identify, assess and manage potential risks	<p>2.1 Potential risks are identified and assessed and appropriate solutions are implemented in accordance with <b>workplace procedures</b>.</p> <p>2.2 Potential risks to safe and efficient operations are removed from the <b>workplace</b> or other arrangements are made to ensure conditions for safe work.</p> <p>2.3 Supervisors are advised of potential risks and liaison is maintained until the risk has been removed.</p> <p>2.4 <b>Operational safety</b> procedures and <b>regulations</b> are applied to minimize occurrence of potential <b>hazards</b>.</p>
3. Monitor work performance and progress	<p>3.1 Work performance and progress is monitored to ensure work is performed in accordance with established guidelines and procedures and that safe work practices are maintained.</p> <p>3.2 Methods and procedures of work are monitored and refined in <b>communication</b> with supervisors and operational personnel.</p> <p>3.3 <b>Work</b> performance rates are monitored with delays minimized to ensure work program objectives are met.</p> <p>3.4 Work practices are monitored to ensure compliance with national standards and safety codes.</p> <p>3.5 Environmental conditions are monitored to ensure safe working conditions are maintained.</p>

4. Monitor status of pending work	4.1 The status of pending work is monitored, in order of priorities, taking into account the needs of the ship and the terminal/wharf.
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Variable	Range
Personnel	May include: <ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• site visitors</li> <li>• contractors</li> <li>• official representatives</li> </ul>
Personal protective equipment	May include: <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• protective clothing</li> <li>• high visibility clothing</li> </ul>
Workplace procedures	may include: <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> </ul>
Workplaces	may comprise: <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> <li>• limited or restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>
Operational Safety	In relation to: <ul style="list-style-type: none"> <li>• organisational and statutory operating requirements</li> <li>• surface condition of the work area</li> <li>• stacking area</li> <li>• degree of visibility</li> <li>• weather conditions</li> <li>• other traffic</li> <li>• obstacles</li> <li>• site and nature of loads</li> <li>• ship/vehicle/rail movements</li> <li>• tidal movement</li> </ul>
Regulations	may include: <ul style="list-style-type: none"> <li>• relevant codes and regulations for terminal and wharf operations</li> <li>• regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including:</li> </ul>

	<ul style="list-style-type: none"> <li>• IMO Dangerous Goods Code</li> <li>• export/import/quarantine/bond requirements</li> <li>• standards and certification requirements</li> <li>• relevant -OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> </ul>
Hazards	<p>May include exposure to:</p> <ul style="list-style-type: none"> <li>• chemicals</li> <li>• dangerous or hazardous substances</li> <li>• movements of equipment, goods and materials</li> </ul>
Communication in the work area	<p>may include:</p> <ul style="list-style-type: none"> <li>• phone</li> <li>• fax</li> <li>• email</li> <li>• electronic data transfer (EDI)</li> <li>• radio</li> <li>• oral, aural or signed communications</li> </ul>
Work	<p>May be conducted in:</p> <ul style="list-style-type: none"> <li>• a range of work environments</li> <li>• by day or night</li> </ul>
Information/documents	<p>may include:</p> <ul style="list-style-type: none"> <li>• goods identification numbers and codes</li> <li>• manifests, bar codes, and container identification/serial number</li> <li>• Codes of practice and regulations relevant to the organisation and monitoring of terminal/wharf operations.</li> <li>• Regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances.</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• manufacturers specifications for equipment</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>

### Evidence Guide

Critical aspects for competence	<p>Must demonstrate knowledge and skills competency to:</p> <ul style="list-style-type: none"> <li>• identify problems that may occur when organising and monitoring terminal/wharf operations and appropriate action that can be taken to resolve the problems</li> </ul>
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	<ul style="list-style-type: none"> <li>• apply workplace procedures and policies for the organisation and monitoring of terminal/wharf operations</li> <li>• focus on operation of work systems, equipment, management and site operating systems for the organisation and monitoring of terminal/wharf operations</li> <li>• Identify cargo, container and goods, coding, IMDG markings and where applicable emergency information panels</li> <li>• complete documentation related to organising and monitoring terminal and wharf operations</li> <li>• implement contingency plans for unplanned events</li> <li>• apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• standards, codes and regulations relevant to the operation of terminals/wharves including the Dangerous Goods Codes</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the organisation and monitoring of terminal/wharf operations</li> <li>• Focus of operation of work systems, equipment, management and site operating systems for the organisation and monitoring of terminal/wharf operations</li> <li>• Problems that may occur when organising and monitoring terminal/wharf operations and appropriate action that can be taken to resolve the problems</li> <li>• Relevant handling and safety codes</li> <li>• Site layout</li> <li>• The marking and numbering systems for cargo</li> <li>• Relevant bond, quarantine or other legislative requirements</li> </ul>
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> <li>• communicate effectively with others when organising and monitoring terminal and wharf operations</li> <li>• read and interpret instructions, procedures, information and labels relevant to organising and monitoring terminal and wharf operations</li> <li>• complete documentation related to organising and monitoring terminal and wharf operations</li> <li>• receive, acknowledge and send messages with appropriate communications equipment</li> <li>• identify cargo, container and goods, coding, IMDG markings and where applicable emergency information panels</li> <li>• work collaboratively with others when organising and monitoring terminal and wharf operations</li> <li>• adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> </ul>

	<ul style="list-style-type: none"> <li>• promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures</li> <li>• implement contingency plans for unplanned events</li> <li>• apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities</li> <li>• modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• identify, select and use relevant equipment, processes and procedures when organising and monitoring terminal and wharf operations</li> <li>• select and use required personal protective equipment conforming to industry and OHS standards</li> <li>• estimate size, shape and special requirements of loads</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to
Methods of Assessment	Competence may be accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Collect, Analyze and Present Workplace Data and Information
Unit Code	<a href="#">EIS COS4 02 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to collect, analyze and present workplace data and information including identifying required information, analyzing and preparing information for use, explaining information, and presenting workplace information to others..

Elements	Performance Criteria
1. Identify required information	<p>1.1 Purpose of the <b>data collection, analysis and presentations</b> is identified.</p> <p>1.2 Sources of information are established.</p> <p>1.3 Appropriate information is collected.</p>
2. Prepare information for use	<p>2.1 Information is collated and analyzed in accordance with <b>workplace procedures</b>.</p> <p>2.2 Users or <b>customer's</b> data requirement is identified.</p> <p>2.3 Processed information is organized and presented in a logical manner.</p> <p>2.4 Checks for accuracy are made.</p>
3. Explain information	<p>3.1 Data collection and analysis are explained to others in a way that effectively contributes to the workplace operations.</p> <p>3.2 Outcomes of data/ <b>information</b> analysis are presented to others using appropriate <b>presentation modes</b> and resources.</p> <p>3.3 Questions are answered and appropriate clarifications are given.</p>
4. Present workplace information	<p>4.1 Processed information is forwarded to appropriate personnel in accordance with workplace procedures.</p> <p>4.2 Processed information is collated and stored in accordance with workplace procedures.</p> <p>4.3 Appropriate presentation mode is applied in accordance with work place policies and procedures.</p>

Variable	Range
Data collection, analysis and presentation	<p>will be:</p> <ul style="list-style-type: none"> <li>that required for workplace operations</li> <li>may occur by day or night and in a variety of work contexts</li> </ul>
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>company procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> </ul>
Customers	may be: <ul style="list-style-type: none"> <li>• internal or external</li> </ul>
Information/documentation	may include: <ul style="list-style-type: none"> <li>• workplace procedures, checklists and instructions</li> <li>• operations manuals</li> <li>• induction documentation</li> <li>• competency standards and training materials</li> <li>• job specifications</li> <li>• manufacturers specifications</li> <li>• Dangerous/hazardous goods codes</li> <li>• goods identification numbers and codes</li> <li>• work place documents, bar codes, goods and container identification</li> <li>• manufacturers specifications</li> <li>• workplace policies</li> <li>• supplier and/or client instructions</li> <li>• material safety data sheets</li> <li>• relevant codes of practice including the national standards for manual handling and the industry safety code</li> <li>• legislation, regulations and related documentation</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Presentation modes	may involve: <ul style="list-style-type: none"> <li>• written documentation</li> <li>• oral reports</li> <li>• group presentations using appropriate technology</li> <li>• completion of standard forms and checklists</li> <li>• routine written reporting</li> <li>• entry of collected/processed information into a computer</li> <li>• participation in workplace discussions</li> </ul>
Consultative processes	may involve: <ul style="list-style-type: none"> <li>• managers</li> <li>• supervisors/team leaders</li> <li>• workplace personnel</li> <li>• clients</li> <li>• private and/or public sector security personnel</li> <li>• police</li> <li>• security consultants</li> <li>• visitors</li> </ul>

	<ul style="list-style-type: none"> <li>• contractors</li> <li>• official/ union representatives</li> <li>• industrial relations</li> <li>• OHS specialists</li> <li>• other professional or technical staff</li> </ul>
Presentation/ communication problems	<p>may include:</p> <ul style="list-style-type: none"> <li>• misunderstanding</li> <li>• limited ability of others to communicate in English</li> <li>• noisy environments or communications channels</li> <li>• illegible writing or print</li> <li>• use of non-standard vocabulary</li> <li>• incorrect assumption that information has been received and/or correctly understood</li> </ul>
Presentation/ communication technology	<p>may involve:</p> <ul style="list-style-type: none"> <li>• phone</li> <li>• electronic data interchange</li> <li>• fax</li> <li>• email</li> <li>• internet</li> <li>• radio</li> <li>• overhead or computer controlled projector</li> <li>• plain or electronic white board</li> <li>• flip charts, microphone and amplifier</li> </ul>
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant regulations, standards and codes of practice, including the national standards for manual handling and industry safety codes</li> <li>• dangerous goods and freight regulations and codes</li> <li>• relevant OHS legislation</li> <li>• equal employment legislation and related policies</li> <li>• environmental protection regulations</li> </ul>

### Evidence Guide

Critical Aspect of Competence	<p>Must demonstrate knowledge and skills competency to:</p> <ul style="list-style-type: none"> <li>• sources of information and data and procedures for processing the information for workplace use</li> <li>• protocols and procedures for the collection, analysis and presentation of workplace information and data using relevant technology</li> <li>• presentation and communication techniques including an understanding of barriers to effective communication and how to overcome them</li> <li>• read and interpret instructions and procedures relevant to the collection, analysis and presentation of workplace data and information</li> </ul>
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	<ul style="list-style-type: none"> <li>• implement contingency plans for unanticipated situations that may arise when collecting, analysing and presenting workplace data and information</li> </ul>
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• relevant procedures and duty of care requirements</li> <li>• relevant OHS responsibilities</li> <li>• sources of information and data and procedures for processing the information for workplace use</li> <li>• protocols and procedures for the collection, analysis and presentation of workplace information and data using relevant technology</li> <li>• presentation and communication techniques including an understanding of barriers to effective communication and how to overcome them</li> <li>• basic principles of effective presentation and communication of information</li> <li>• techniques for communicating effectively with a multilingual persons or persons with a limited ability to speak or understand language other than local</li> <li>• typical presentation and communication problems and appropriate action and solutions</li> </ul>
Underpinning Skills	<p>Demonstrate skill to:</p> <ul style="list-style-type: none"> <li>• communicate effectively with others when collecting, analysing and presenting workplace data and information</li> <li>• read and interpret instructions and procedures relevant to the collection, analysis and presentation of workplace data and information</li> <li>• interpret and follow operational instructions and prioritise work</li> <li>• complete documentation related to the collection, analysis and presentation of workplace data and information</li> <li>• identify and use required communication and presentation technology</li> <li>• work collaboratively with others when collecting, analysing and presenting workplace data and information</li> <li>• adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• promptly report and/or rectify any identified problems that may arise when collecting, analysing and presenting workplace data and information in accordance with regulatory requirements and workplace procedures</li> <li>• plan own work including predicting consequences and identifying improvements</li> <li>• implement contingency plans for unanticipated situations that may arise when collecting, analysing and presenting workplace data and information</li> <li>• monitor work activities in terms of planned schedule</li> </ul>

	<ul style="list-style-type: none"> <li>• modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• work systematically with required attention to detail</li> <li>• operate and adapt to differences in equipment in accordance with standard operating procedures</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Implement and Coordinate Accident-Emergency Procedures
Unit Code	<a href="#">EIS COS4 03 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to implement and coordinate accident-emergency procedures, including responding to the incident, conducting on-site activities, and completing follow-up actions.

Elements	Performance Criteria
1. Respond to the incident	<p>1.1 Details of incidents, accidents and emergencies are received, analyses and confirmed.</p> <p>1.2 Immediate coordination requirements are identified and action in accordance with <b>work place procedures</b>.</p> <p>1.3 Travel to the incident site is done by the shortest, fastest, legal means and routes.</p>
2. Coordinate on-site activities	<p>2.1 Control of site activities is assumed on arrival and the operator and other authorities present are <b>information</b> and documentation of this action.</p> <p>2.2 Assistance is provided to clients and <b>work</b> operators within the limitations of duty of care and organization requirements.</p> <p>2.3 Details of personnel, including names and nature of injuries, are notified to relevant personnel, following enterprise procedures.</p> <p>2.4 Assistance is provided to relevant authorities within legal and policy limitations.</p>
3. Complete follow-up actions	<p>3.1 Details of affected personnel, including names, nature of injuries and follow-up treatments are notified to next-of-kin in accordance with organization procedures.</p> <p>3.2 Incidents resulting in a near miss, <b>accident or emergency</b> are investigated and a report, including recommendations, is completed in accordance with enterprise policies and procedures.</p> <p>3.3 Accident procedures and <b>emergency requirement</b> plans are reviewed for effectiveness and recommendations for changes are prepared and submitted to appropriate persons.</p>

Variable	Range
Workplaces	<p>may comprise:</p> <ul style="list-style-type: none"> <li>large, medium or small worksites</li> </ul>

Workplace procedures	may include: <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> </ul>
Information	may include: <ul style="list-style-type: none"> <li>• workplace emergency/fire/accident procedures</li> <li>• workplace procedures for the use of emergency equipment and personal protection equipment</li> <li>• first aid instructions and procedures</li> <li>• manufacturer's instructions concerning the use and servicing of equipment</li> <li>• manifests, bar codes, goods and container identification goods identification numbers and codes</li> <li>• material safety data sheets</li> <li>• codes of practice including the Dangerous Goods Code</li> <li>• IMDG code markings, HAZCHEM codes and where applicable emergency information panels</li> <li>• relevant legislation, regulations and related documentation related to emergency response situations</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• quality assurance procedures</li> <li>• supplier and/or client advice on the hazards involved with goods or cargo</li> </ul>
Work	may be conducted in: <ul style="list-style-type: none"> <li>• restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> <li>• in a range of work environments and weather conditions by day or night</li> </ul>
Accident-emergency	may include: <ul style="list-style-type: none"> <li>• identifying and following established emergency procedures</li> <li>• assessing the nature and extent of the emergency</li> <li>• rendering assistance and first aid</li> <li>• isolating and coordinating safety of the scene</li> <li>• alerting relevant organisational personnel and emergency services</li> <li>• recording relevant information and reporting on accident/emergency situation in accordance with regulatory and workplace requirements</li> </ul> may be conducted in: <ul style="list-style-type: none"> <li>• restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>

Emergency equipment	may include: <ul style="list-style-type: none"> <li>• first aid kit</li> <li>• fire extinguishers</li> <li>• fire hose</li> <li>• fire blanket</li> <li>• resuscitation equipment</li> </ul>
Customers	may be internal or external
Hazards in the work area	may include: <ul style="list-style-type: none"> <li>• exposure to chemicals</li> <li>• exposure to dangerous or hazardous substances</li> <li>• movements of equipment, goods and materials</li> <li>• accidents involving chemicals, toxic substances and other harmful substances</li> <li>• accidents involving equipment and vehicles</li> <li>• explosion and/or fire</li> <li>• personal accidents including lifting injuries</li> <li>• waste management and disposal</li> <li>• violent incidents such as armed robberies</li> </ul>
Consultative processes	may include: <ul style="list-style-type: none"> <li>• workplace personnel and management</li> <li>• designated workplace emergency officers</li> <li>• Emergency services personnel including ambulance, police, fire services, etc.</li> <li>• union representatives</li> <li>• industrial relations and OHS specialists</li> <li>• other professional or technical staff</li> <li>• site visitors</li> <li>• contractors and official representatives</li> </ul>
Communication in the work area	may include: <ul style="list-style-type: none"> <li>• phone</li> <li>• electronic data interchange</li> <li>• fax</li> <li>• email</li> <li>• internet</li> <li>• radio</li> <li>• oral, aural or signed communications</li> </ul>
Personal protective equipment	may include: <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• high visibility clothing and breathing apparatus</li> </ul>
Applicable regulations and legislation	may include: <ul style="list-style-type: none"> <li>• relevant OHS legislation</li> <li>• relevant environmental protection legislation</li> </ul>

	<ul style="list-style-type: none"> <li>• emergency procedures regulations</li> <li>• dangerous goods and hazardous goods regulations</li> <li>• relevant Ethiopian standards and certification including e</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>
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<b>Evidence Guide</b>	
Critical Aspect of Competence	<p>Must demonstrate knowledge and skills competency to:</p> <ul style="list-style-type: none"> <li>• identify types of accidents and emergencies that can occur in a workplace and the appropriate action to be taken in each case</li> <li>• identify types of emergency equipment in the workplace and instructions for its use</li> <li>• apply relevant OHS and other regulatory codes, procedures and guidelines concerning response to accidents and emergencies</li> <li>• communicate effectively with others when implementing and coordinating accident and emergency procedures</li> <li>• read and interpret instructions, procedures, information and signs relevant to the implementation and coordination of</li> </ul>
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• relevant OHS and other regulatory codes, procedures and guidelines concerning response to accidents and emergencies</li> <li>• risks and hazards in the workplace and related precautions to control the risk</li> <li>• workplace procedures and policies for responding to accident/emergency situations</li> <li>• types of accidents and emergencies that can occur in a workplace and the appropriate action to be taken in each case</li> <li>• types of emergency equipment in the workplace and instructions for its use</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• communicate effectively with others when implementing and coordinating accident and emergency procedures</li> <li>• read and interpret instructions, procedures, information and signs relevant to the implementation and coordination of accident and emergency procedures</li> <li>• Identify containers and goods coding, IMDG markings and where applicable emergency information panels</li> <li>• interpret and follow operational instructions and prioritise work</li> <li>• complete documentation related to the implementation and coordination of accident and emergency procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• operate electronic communication equipment to required protocol</li> <li>• work collaboratively with others when implementing and coordinating accident and emergency procedures</li> <li>• adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• promptly report and/or rectify any identified problems, faults or malfunctions that may arise when implementing and coordinating accident and emergency procedures in accordance with regulatory requirements and workplace procedures</li> <li>• implement contingency plans for unplanned events that may occur when implementing and coordinating accident and emergency procedures</li> <li>• apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities</li> <li>• monitor work activities in terms of planned schedule</li> <li>• modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• identify, select and use emergency equipment, processes and procedures</li> <li>• operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Manage Fatigue Policy and Procedures
Unit Code	<a href="#">EIS COS4 04 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to manage fatigue management policy and procedures in an organization, including identifying legal requirements, liabilities and responsibilities; establishing and/or improving fatigue management implementation plan and related policy and procedures; and acting appropriately upon reports on the implementation of fatigue management policy and any identified breaches of fatigue management regulations. It also includes ensuring that the operation's systems are compliant with fatigue management regulations and policy; planning and organizing adequate resources and operational systems; and facilitating the training and assessment of staff on their responsibilities and fatigue management techniques.

Elements	Performance Criteria
1. Identify or confirm fatigue management legal requirements and responsibilities	<p>1.1 <b><i>Need for fatigue management and work-related factors that may contribute to fatigue</i></b> are identified in accordance with the organization fatigue management policies.</p> <p>1.2 Current legal requirements, liabilities and responsibilities are identified and interpreted for effective fatigue management within the organization.</p> <p>1.3 Any existing <b><i>work place components of a fatigue risk management systems</i></b>, plans, policies and procedures are obtained and reviewed.</p> <p>1.4 Internal risks concerning the potential effects of fatigue are identified or confirmed and reviewed.</p> <p>1.5 External risks within the supply chain of the organization's services and/or products concerning the potential effects of fatigue are identified or confirmed and reviewed in accordance with regulations on fatigue management and the related chain of <b><i>responsibility of individual for fatigue risk</i></b>.</p>
2. Establish and improve fatigue management policy and procedures	<p>2.1 A <b><i>fatigue risk management</i></b> system implementation plan is developed or reviewed and improved for the organization.</p> <p>2.2 The fatigue risk management policy and procedures for the organization are developed or reviewed and improved in conjunction with relevant personnel.</p> <p>2.3 Feedback is obtained from key stakeholders both within and outside of the organization on the implementation plan and the related policy and procedures.</p>

	<p>2.4 Appropriate adjustments are made to the plan, policy and procedures based on the feedback received.</p> <p>2.5 Managerial approval for the fatigue risk management system implementation plan and the related policy and procedures is obtained in accordance with organizational procedures.</p> <p>2.6 The fatigue risk management system implementation plan and the related policy and procedures are distributed and presented to relevant personnel in the organization for implementation.</p>
3. Act upon reports on the implementation of fatigue management policy	<p>3.1 Reports from designated personnel on the implementation of the organization's fatigue risk management system implementation plan and the related policy and procedures are received and interpreted.</p> <p>3.2 Accidents and safety incidents are reviewed and/or investigated and analyzed to identify the extent to which fatigue might have been a contributing factor.</p> <p>3.3 <b>Information and documentation</b> provided in the reports indicating that fatigue management policy and procedures are not being correctly implemented is analyzed and an appropriate managerial response and related action is initiated.</p> <p>3.4 Opportunities for improvements to the organization's fatigue risk management system implementation plan and its related policy and procedures are identified and appropriate action is taken to make the necessary adjustments.</p>
4. Act upon identified breaches of fatigue management regulations	<p>4.1 Identified or reported breaches of fatigue management policy are investigated in accordance with organizational procedures and regulatory requirements.</p> <p>4.2 Action is taken to ensure that internal and/or external personnel who may have contributed to any breach of fatigue management policy are provided with appropriate feedback and information to avoid any recurrence of the breakdown in planned fatigue management processes.</p> <p>4.3 Where organizational procedures or culture is found to have contributed to a breach in fatigue management policy, appropriate action is taken to improve the procedures or address the culture in ways that aim to avoid any recurrence of the breakdown in planned fatigue management processes.</p> <p>4.4 A report on any breaches of fatigue management policy is prepared and submitted to designated personnel as per organizational procedures together with details of action taken to prevent a recurrence.</p>

5. Ensure that operations systems are compliant with fatigue management regulations and policy	<p>5.1 All operations systems and standard operating procedures are reviewed in terms of their compliance with the organization's fatigue management <b><i>applicable regulations and legislation.</i></b></p> <p>5.2 Where necessary, changes are made to operations systems and standard operating procedures to ensure that they are compliant.</p> <p>5.3 In accordance with the principles of 'chain of responsibility', appropriate discussions are held with relevant personnel in supplier or subcontractor companies in the organization's supply chain to ensure their operation's systems and standard operating procedures are compliant with the fatigue management regulations and policy.</p>
6. Plan and organize adequate resources and operational systems	<p>6.1 Organizational budgets and resource allocation strategies are planned to provide adequate resources for the implementation of the organization's fatigue risk management system.</p> <p>6.2 Periodic reviews are undertaken of budgetary and resource allocation arrangements as they relate to the implementation of the organization's fatigue risk management systems and appropriate improvements are made if required.</p>
7. Facilitate the training and assessment of staff on fatigue management policy and procedures	<p>7.1 Organizational training systems are planned to provide competency-based on the job and off the job training and assessment opportunities as detailed in the organization's strategic plan.</p> <p>7.2 Team leaders and supervisory and training staff are provided with adequate opportunities to develop the required expertise to contribute to the organization's fatigue management training and assessment activities.</p> <p>7.3 Periodic reviews are undertaken of fatigue management training systems and appropriate improvements are made if required.</p>

Variable	Range
The need for fatigue management	<p>May including:</p> <ul style="list-style-type: none"> <li>• operations conducted at all times but particularly at night</li> <li>• typical weather conditions</li> <li>• while working and/or driving at a workplace, depot, base or warehouse</li> <li>• while working and/or driving at a client's workplace or work site</li> <li>• operating load shifting equipment</li> <li>• operating safety critical industrial plant and equipment</li> </ul>

Work-related factors that may contribute to fatigue	<p>May include:</p> <ul style="list-style-type: none"> <li>work demands such as: workload, work duration, shift pattern, time of day, frequency and duration of breaks and the type of work (e.g. .working in isolation, repetitive tasks and boring, monotonous or under-challenging tasks)</li> <li>organisational factors such as: work environment (including temperature, ventilation, payment system, trip and work scheduling, and the predictability of work)</li> </ul>
Workplace	<p>may include:</p> <ul style="list-style-type: none"> <li>any work environment requiring safety critical operational judgements to be made and in particular when operating equipment, vehicles, load shifting equipment, trains, marine vessels and aircraft at night</li> </ul>
Components of a fatigue risk management system	<p>May include:</p> <ul style="list-style-type: none"> <li>risk management policy documents</li> <li>risk management procedures</li> <li>risk management competence assessment processes</li> <li>risk management training and learning opportunities</li> <li>hazard control system</li> </ul>
Responsibilities of individual for fatigue risk management	<p>may include:</p> <ul style="list-style-type: none"> <li>following the organisation's fatigue management policy and procedures</li> <li>using time away from work appropriately to rest and recover</li> <li>checking and ensuring fitness for work</li> <li>reporting symptoms of fatigue</li> </ul>
Responsibilities of individual for fatigue risk management	<p>may include:</p> <ul style="list-style-type: none"> <li>providing support such as: complying with fatigue management regulations, developing and implementing appropriate policy and procedures, providing assessment, training and learning opportunities, and establishing and implementing error and incident reporting systems</li> <li>ensuring work schedules provide adequate opportunity for rest and recovery between shifts</li> <li>assessing work tasks for fatigue related risk and redesigning if necessary</li> <li>managing fatigued employees</li> </ul>
Information and documentation	<p>may include:</p> <ul style="list-style-type: none"> <li>fatigue risk management system documents</li> <li>workplace instructions and procedures on fatigue management</li> <li>reports of audits of fatigue risk management system</li> <li>error and safety incident reports</li> <li>relevant OHS regulations and procedures</li> <li>relevant standards and certification requirements</li> <li>quality assurance procedures</li> </ul>

Applicable legislation and regulations	may include: <ul style="list-style-type: none"> <li>• relevant rail industry safe working codes and</li> <li>• relevant regulations and requirements</li> <li>• relevant OHS legislation</li> </ul>
Worker/operator-related factors that may contribute to fatigue	May include: <ul style="list-style-type: none"> <li>• lifestyle factors such as: sleep patterns, alcohol and drug use, quantity and timing of food and drink, working multiple jobs</li> <li>• Personal or biological factors such as: state of mental and/or physical health, inadequate sleep, sleep disorders, emotional stress, family responsibilities, relationship difficulties, inadequate competence to complete work tasks.</li> </ul>
Responsibilities of organization for fatigue risk management	providing support such as: <ul style="list-style-type: none"> <li>• complying with fatigue management regulations, developing and implementing appropriate policy and procedures, providing assessment, training and learning opportunities, and establishing and implementing error and incident reporting systems</li> <li>• ensuring work schedules provide adequate opportunity for rest and recovery between shifts</li> <li>• assessing work tasks for fatigue related risk and redesigning if necessary</li> <li>• managing fatigued employees</li> </ul>
Fatigue management competency-based training	may include: <ul style="list-style-type: none"> <li>• initial induction training (incorporating a basic fatigue management component)</li> <li>• fatigue management awareness training</li> <li>• in-depth training on fatigue and fatigue management techniques</li> <li>• remedial training where existing competence is assessed as being insufficient</li> <li>• refresher training on fatigue management</li> </ul>
Depending on the organization, operating procedures	may include: <ul style="list-style-type: none"> <li>• standard operating procedures</li> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational and established procedures</li> </ul>

### Evidence Guide

Critical Aspect of Competence	Must demonstrate knowledge and skills competency to: <ul style="list-style-type: none"> <li>• apply responsibilities of both an organisation and individual employees for the implementation of fatigue management regulations and policies.</li> <li>• Follow procedures for the auditing and review of an organisation's fatigue risk management system and related policy and procedures, and for the reporting of the outcomes of audits</li> </ul>
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	<ul style="list-style-type: none"> <li>• Implement strategies for ensuring that the investigation and analysis of errors, safety incidents and accidents identify the extent to which fatigue is a contributing factor</li> <li>• Identify the risks and hazards created by fatigue in the workplace</li> <li>• modify activities and take appropriate initiatives to manage the implementation of an organisation's fatigue risk management system depending on differing contexts, risk situations and environments</li> <li>• plan and organise budgetary requirements and resource allocation for the implementation of an organisation's fatigue risk management system</li> </ul>
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• relevant legislation, regulations, permit and licence requirements related to fatigue management</li> <li>• relevant OHS regulations as they relate to fatigue</li> <li>• components of a fatigue risk management system and policies and procedures related to fatigue management, and the control of factors that can contribute to fatigue and fatigue-related accidents</li> <li>• responsibilities of both an organisation and individual employees for the implementation of fatigue management regulations and policies.</li> <li>• procedures for the auditing and review of an organisation's fatigue risk management system and related policy and procedures, and for the reporting of the outcomes of audits</li> <li>• budgetary and resource requirements for the implementation of an organisation's fatigue risk management system</li> <li>• processes and resources for assessing employees' competence in fatigue management</li> <li>• systems for auditing of the effectiveness and efficiency of an organisation's fatigue risk management strategies, policies and procedures</li> <li>• strategies for ensuring that the investigation and analysis of errors, safety incidents and accidents identify the extent to which fatigue is a contributing factor</li> <li>• options and resources for providing training and learning opportunities for employees on fatigue management</li> <li>• implementation of an organisation's fatigue risk management system,</li> <li>• sources of information on fatigue</li> <li>• the risks and hazards created by fatigue in the workplace</li> <li>• how fatigue affects workplace performance</li> <li>• how fatigue contributes to workplace accidents</li> <li>• ways of recognising fatigue</li> </ul>

	<ul style="list-style-type: none"> <li>• fatigue reduction and proofing strategies available to an organisation that can minimise the risk of errors and safety incidents due to fatigue such as assigning low risk tasks to periods when fatigue risk is higher</li> <li>• causes and effects of fatigue on employees</li> <li>• strategies and ways to manage fatigue</li> <li>• factors which increase fatigue-related errors and accidents</li> <li>• lifestyles which promote the effective long-term management of fatigue</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• communicate effectively with others when implementing the organisation's fatigue risk management system</li> <li>• read and interpret documentation on fatigue management legislation and the organisation's fatigue risk management system and apply them to management activities</li> <li>• recognise breaches of fatigue management strategies and regulations and take appropriate action in accordance with organisation's fatigue risk management system</li> <li>• work collaboratively with employees and other management staff others to implement the organisation's fatigue risk management system</li> <li>• plan and organise budgetary requirements and resource allocation for the implementation of an organisation's fatigue risk management system</li> <li>• organise audits and reviews of an organisation's fatigue risk management system</li> <li>• modify activities and take appropriate initiatives to manage the implementation of an organisation's fatigue risk management system depending on differing contexts, risk situations and environments</li> <li>• adapt to any changes in legislation and regulations as they may relate to fatigue management</li> <li>• facilitate systems that assist employees to identify their own learning needs on matters related to fatigue management</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be accessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Implement and Monitor Environmental Protection Policies and Procedures
Unit Code	<a href="#">EIS COS4 05 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to implement and monitor environmental protection policies and procedures. It includes accessing relevant information concerning environmental protection regulations and procedures, and implementing and monitoring procedures concerning environmental hazards, related control procedures, environmental training arrangements, and required records and documentation.

Elements	Performance Criteria
1. Access information concerning environmental protection regulations and procedures	<p>1.1 Relevant provisions of <b>environmental protection policies</b>, legislation and codes of practice are accurately followed.</p> <p>1.2 Information on <b>workplace</b> environmental policies, procedures and programs is stored in a readily accessible location and manner.</p> <p>1.3 <b>Information documents</b> is accurately and clearly explained to the work team and updated according to change in workplace policy.</p> <p>1.4 Information about the outcomes of environmental risk identification and control procedures is provided to the appropriate personnel.</p>
2. Implement and monitor procedures concerning environmental hazards	<p>2.1 Existing and potential <b>environmental</b> hazards in the workplace are identified and reported.</p> <p>2.2 Identified <b>environmental hazards</b> are assessed in relation to relevant environmental protection policies.</p> <p>2.3 <b>Workplace procedures</b> are implemented for dealing with hazardous events wherever necessary to ensure that prompt control action is taken.</p> <p>2.4 Hazardous events are investigated to identify causes, and control measures are implemented to prevent recurrence and minimize risks of such events.</p>
3. Implement and monitor environmental control procedures	<p>3.1 Existing <b>environmental protection requirement</b> measures are implemented, monitored and reviewed.</p> <p>3.2 Work <b>procedures</b> to protect environment are implemented and adherence to them by the work group is monitored.</p>

	3.3 Required improvements to existing control measures are identified, including required resources for implementation, and reported to appropriate personnel.
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Variable	Range
Environmental protection policies	may occur: <ul style="list-style-type: none"> <li>in a range of work environments by day or night</li> </ul>
Workplaces	may comprise: <ul style="list-style-type: none"> <li>large, medium or small worksites in the transport, warehousing, distribution and/or storage industries</li> </ul>
Information documents	may include: <ul style="list-style-type: none"> <li>applicable legislated safety requirements</li> <li>OHS and environmental protection regulations</li> <li>workplace housekeeping procedures and policies</li> <li>codes of practice for environmental protection</li> <li>material safety data sheets</li> <li>policies and procedures for entry and work in confined spaces</li> <li>manufacturer's instructions concerning the use and servicing of equipment</li> <li>supplier and/or client instructions</li> <li>emergency procedures</li> <li>regulations and policies concerning noise, waste disposal/reprocessing, handling of dangerous goods/hazardous substances and other environmental protection issues</li> <li>goods identification numbers and codes</li> <li>manifests, bar codes, goods and container identification</li> <li>relevant legislation, regulations and related documentation</li> <li>award, enterprise bargaining agreement, other industrial arrangements</li> <li>standards and certification requirements</li> <li>quality assurance procedures</li> </ul>
Environment	may include: <ul style="list-style-type: none"> <li>indoor</li> <li>outdoor</li> <li>atmospheric</li> </ul>
Environmental hazards	may include: <ul style="list-style-type: none"> <li>oils and lubricants</li> <li>gas</li> <li>smoke</li> <li>chemicals and detergents</li> <li>rubbish</li> <li>noise and wastes</li> </ul>
Workplace procedures	may include: <ul style="list-style-type: none"> <li>company procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• enterprise procedures</li> <li>• organizational and established procedures</li> </ul>
Environmental protection requirements	may be obtained from: <ul style="list-style-type: none"> <li>• environmental hazard reports</li> <li>• risk control procedures</li> <li>• workplace personnel and management</li> <li>• relevant legislation</li> </ul>
Procedures	may include: <ul style="list-style-type: none"> <li>• inspection and housekeeping</li> <li>• training and assessment</li> <li>• hazardous substance containment</li> <li>• operational instruction</li> <li>• environmental information</li> <li>• specific hazardous materials policies and procedures</li> <li>• disciplinary processes</li> <li>• risk assessment and control</li> <li>• first aid</li> <li>• internal and external auditing</li> </ul>
Customers	may include internal or external
Servicing requirements	may be obtained from: <ul style="list-style-type: none"> <li>• customer requests</li> <li>• works orders and workplace personnel</li> </ul>
personal protective equipment	may include: <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios and high visibility clothing</li> </ul>
Personnel in the work area	may include: <ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• site visitors</li> <li>• contractors and official representatives</li> </ul>
Support services	may include: <ul style="list-style-type: none"> <li>• loading/unloading requirements</li> <li>• load security/protection</li> <li>• receipt personnel and special vehicle access/parking</li> </ul>
Promotional activities	may include: <ul style="list-style-type: none"> <li>• public relations activities</li> <li>• press releases</li> <li>• publications</li> <li>• advertising programs</li> <li>• seminars and promotional briefings</li> </ul>
Applicable regulations and legislation	may include: <ul style="list-style-type: none"> <li>• applicable legislated safety requirements including acts and regulations any nationally approved compliance codes and/or guidelines</li> </ul>

	<ul style="list-style-type: none"> <li>• relevant OHS legislation</li> <li>• workplace relations regulations including equal opportunity, equal employment opportunity and affirmative action legislation</li> <li>• workers compensation regulations</li> </ul>
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### Evidence Guide

Critical Aspect of Competence	<p>Must demonstrate knowledge and skills competency to:</p> <ul style="list-style-type: none"> <li>• follow Workplace procedures and guidelines for implementing and monitoring environmental protection</li> <li>• apply environmental protection standards required in the workplace</li> <li>• apply equipment and resources required when implementing and monitoring environmental protection, and instructions for their use</li> <li>• monitor work activities in terms of planned schedule</li> <li>• identify problems that can occur when implementing and monitoring environmental protection procedures</li> </ul>
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Workplace procedures and guidelines for implementing and monitoring environmental protection</li> <li>• Environmental risks associated with workplace operations and related precautions to control the risk</li> <li>• Environmental protection standards required in the workplace</li> <li>• Workplace environmental hazards and related hazard control measures</li> <li>• Workplace reporting and recording processes and procedures</li> <li>• Equipment and resources required when implementing and monitoring environmental protection, and instructions for their use</li> <li>• Problems that can occur when implementing and monitoring environmental protection procedures</li> <li>• Literacy levels and communication skills of those supervised</li> <li>• Relevant management systems and procedures for environmental management</li> <li>• Organisational structure and site layout</li> <li>• Read and interpret instructions, procedures, information and signs relevant to the implementation and monitoring of environmental protection procedures</li> </ul>
Underpinning Skills	<p>Demonstrates skill to:</p> <ul style="list-style-type: none"> <li>• communicate effectively with others both orally and in writing when implementing and monitoring environmental protection procedures</li> <li>• counsel, advise and inform others on environmental protection matters</li> </ul>

	<ul style="list-style-type: none"> <li>• read and interpret instructions, procedures, information and signs relevant to the implementation and monitoring of environmental protection procedures</li> <li>• interpret and follow operational instructions and prioritise work</li> <li>• complete documentation related to the implementation and monitoring of environmental protection procedures</li> <li>• operate electronic communication equipment to required protocol</li> <li>• provide leadership and work collaboratively with others when implementing and monitoring environmental protection procedures</li> <li>• adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• recognise potential environmental risks and ways of minimising them</li> <li>• promptly report and/or rectify any identified problems that may occur when implementing and monitoring environmental protection procedures in accordance with regulatory requirements and workplace procedures</li> <li>• monitor work activities in terms of planned schedule</li> <li>• modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• carry out training needs analysis relevant to workplace requirements</li> <li>• identify and correctly use equipment and vehicles in accordance with environmental protection regulations and guidelines</li> <li>• operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Implement and Monitor Stevedoring Regulations
Unit Code	<a href="#">EIS COS4 06 0913</a>
Unit Descriptor	<p>This unit involves the skills and knowledge required to implement and monitor stevedoring regulations in accordance with relevant Ethiopian and international regulations and codes of practice. This includes accessing appropriate information on relevant regulations and codes, interpreting regulations and codes relevant to workplace activities, implementing and monitoring compliance with the identified regulations and codes, and completing all required documentation in accordance with regulatory and workplace requirements.</p> <p>Work is performed under limited supervision generally within a team environment. It involves the application of workplace procedures and information on regulations to the implementation and monitoring of compliance with stevedoring regulatory requirements as part of work activities in the stevedoring and/or allied industries.</p>

Elements	Performance Criteria
1 Access information on relevant regulations and codes	<p>1.1 Relevant Ethiopian and international regulations and codes of practice relevant to workplace stevedoring operations are identified in accordance with <b>workplace procedures</b> and in consultation with <b>relevant personnel</b>.</p> <p>1.2 Information on the identified regulatory and/or code requirements relevant to workplace functions and limits of responsibility are accessed in accordance with workplace procedures.</p>
2 Interpret relevant regulations and codes	<p>2.1 Information on the identified regulatory and/or code requirements relevant to workplace functions and limits of responsibility is examined and interpreted in terms of its impact and implications for workplace activities.</p> <p>2.2 Compliance requirements are clarified and obligations under the regulations falling within the limits of responsibility and duty of care of various staff/team members are confirmed in accordance with workplace procedures.</p> <p>2.3 Staff/team members/team leaders/supervisors are made aware of the identified regulatory/code requirements as they relate to workplace roles and responsibilities.</p>
3 Implement and monitor compliance with regulations and codes	<p>3.1 Regulatory requirements relevant to workplace activities are implemented in accordance with the relevant regulations/codes and workplace procedures.</p>

	<p>3.2 Appropriate <b>information</b>, training and/or instruction is organized to ensure that personnel are aware of compliance requirements.</p> <p>3.3 <b>Applicable regulations and legislation</b> procedures for monitoring compliance with operations in terms of regulatory requirements and workplace policies and procedures are followed.</p> <p>3.4 Problems that may lead to non-compliance are promptly and fully identified.</p> <p>3.5 Remedial action is timely and ensures continuity in workplace compliance with relevant regulations.</p> <p>3.6 Failure to comply with regulatory requirements and workplace policy is identified and action taken in accordance with workplace policies and procedures.</p>
4 Complete required documentation	<p>4.1 Advice/reports to others on compliance issues are provided to relevant personnel and authorities in accordance with workplace procedures and relevant regulatory requirements.</p> <p>4.2 Documentation, records, reports and other information required within regulatory requirements is completed in accordance with the regulations and workplace procedures.</p> <p>4.3 Documentation is kept secure in accordance with workplace procedures and policy.</p> <p>4.4 Computer backup procedures are followed in the case of electronic records as per workplace procedures.</p>

Variable	Range
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational and established procedures</li> </ul>
Relevant personnel	<p>may include:</p> <ul style="list-style-type: none"> <li>• the master and officers of a vessel</li> <li>• the crew of a vessel</li> <li>• workplace team leaders/supervisors</li> <li>• other workplace personnel</li> <li>• customs officers and representatives</li> <li>• officers of the relevant Ethiopian Quarantine and Inspection Service</li> <li>• official representatives of other relevant regulatory authorities</li> <li>• site visitors</li> <li>• contractors</li> <li>• other technical, maintenance and professional staff</li> </ul>

Information	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant Ethiopian and international regulations and codes of practice relevant to stevedoring operations</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• workplace Standard Operating Procedures (SOPs) and policies</li> <li>• guidelines and information on regulatory requirements issued by the relevant regulatory authorities</li> <li>• documentation required to be completed under the relevant regulatory requirements</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant codes and regulations for stevedoring operations</li> <li>• Relevant Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>➢ Relevant Ethiopian and International Dangerous Goods Codes</li> <li>➢ Relevant Ethiopian Marine Orders and the International Maritime Dangerous Goods Code</li> <li>➢ IATA Dangerous Goods by Air regulations</li> <li>➢ Relevant Ethiopian and International Explosives Codes</li> </ul> </li> <li>• other sections of the Marine Orders and other regulations administered by the relevant Ethiopian Maritime Safety Authority (EMSA)</li> <li>• quarantine regulations administered by the Relevant Ethiopian Quarantine and Inspection Service (EQIS)</li> <li>• customs regulations (export/import/bond requirements)</li> <li>• relevant -marine authority/port authority regulations</li> <li>• relevant OHS and environmental protection legislation</li> <li>• water/sewerage regulations</li> <li>• relevant road traffic regulations</li> <li>• licence, patent or copyright arrangements</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>
Work	<p>may be conducted:</p> <ul style="list-style-type: none"> <li>• in limited or restricted spaces</li> <li>• in exposed conditions</li> <li>• in controlled or open environments</li> <li>• in a range of work environments</li> <li>• by day or night</li> </ul>

Hazards	may include: <ul style="list-style-type: none"> <li>• exposure to chemicals</li> <li>• exposure to dangerous or hazardous substances</li> <li>• movements of equipment, goods and materials</li> </ul>
Communication	may include: <ul style="list-style-type: none"> <li>• phone</li> <li>• fax</li> <li>• email</li> <li>• electronic data transfer (EDI)</li> <li>• RF systems</li> <li>• Radio, oral, aural or signed communications</li> </ul>

### Evidence Guide

Critical aspects of Competence	Must demonstrate knowledge and skills competence to: <ul style="list-style-type: none"> <li>• relevant legislation and workplace procedures</li> <li>• elaborate relevant Ethiopian and international regulations and codes of practice relevant to stevedoring operations</li> <li>• apply OHS and environmental protection procedures and guidelines</li> <li>• identify relevant customs, bond, quarantine and other legislative requirements including IMDG Code and Marine Orders</li> <li>• apply workplace/standard operating procedures and policies for the implementation and monitoring of compliance with stevedoring regulatory requirements</li> <li>• complete documentation related to stevedoring regulations</li> <li>• report on compliance related issues</li> </ul>
Underpinning Knowledge and Attitudes	Demonstrate knowledge of: <ul style="list-style-type: none"> <li>• Relevant Ethiopian and international regulations and codes of practice relevant to stevedoring operations</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Relevant customs, bond, quarantine and other legislative requirements including IMDG Code and Marine Orders</li> <li>• Workplace/standard operating procedures and policies for the implementation and monitoring of compliance with stevedoring regulatory requirements</li> <li>• Focus of operation of work systems, equipment, management and site operating systems for stevedoring operations</li> <li>• Roles and responsibilities of various workplace personnel in terms of workplace activities and regulatory requirements</li> <li>• Problems that may occur when implementing and monitoring compliance with stevedoring regulatory requirements, and appropriate action that can be taken to resolve the problems</li> <li>• Site layout</li> </ul>

Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> <li>• communicate and negotiate effectively with others when implementing and monitoring stevedoring regulations</li> <li>• identify and access information on relevant regulations</li> <li>• read and interpret regulatory requirements, instructions, procedures and labels relevant to stevedoring operations</li> <li>• complete documentation related to stevedoring regulations</li> <li>• report on compliance related issues</li> <li>• work collaboratively with others when implementing and monitoring stevedoring regulations</li> <li>• resolve conflict situations</li> <li>• adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• promptly report and/or rectify any identified breaches of stevedoring regulations in accordance with regulatory requirements and workplace procedures</li> <li>• coordinate compliance activities in the workplace</li> <li>• modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• select and use required personal protective equipment conforming to industry and OHS standards</li> <li>• follow processes for monitoring compliance with regulatory requirements</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be accessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Implement, Maintain and Evaluate Dangerous Goods Transport Procedures within the Workplace
Unit Code	<a href="#">EIS COS4 07 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to implement, maintain and evaluate dangerous goods transport procedures within the workplace in accordance with relevant regulatory requirements and workplace procedures. This includes implementing a policy framework for the transport and storage of dangerous goods; establishing and maintaining procedures for identifying hazards and risks; establishing and maintaining assessment procedures for monitoring conformance and controlling risks; implementing and monitoring procedures for maintaining dangerous goods records; and evaluating the implementation of dangerous goods transport policies, procedures and programs within the workplace.

Elements	Performance Criteria
1. Implement a policy framework for the transport and storage of dangerous goods	<p>1.1 Policies are developed to implement the current dangerous goods transport and storage regulations consistent with overall <b>workplace procedures</b> policies.</p> <p>1.2 Responsibilities and duties for the transport and storage of dangerous goods are clearly defined, allocated and included in job descriptions and duty statements for all relevant positions.</p> <p>1.3 Licensing requirements for employees (where relevant) are confirmed.</p> <p>1.4 <b>Consultative processes</b> are developed and implemented.</p> <p>1.5 Emergency incident/accident procedures are developed and implemented.</p> <p>1.6 Information, instruction and training on dangerous goods transport and storage procedures are provided to enable employees to effectively implement the required systems and processes.</p>
2. Establish and maintain procedures for identifying hazards and risks	<p>2.1 <b>Hazards</b> and <b>hazard management</b> procedures are identified and confirmed in the <b>work</b> area.</p> <p>2.2 Procedures for ongoing identification of hazards and risks are developed and integrated within work systems.</p> <p>2.3 Hazard identification is addressed at the planning, design and evaluation stages of any <b>workplace</b> change.</p>

	2.4 A maintenance and inspection program is instituted to confirm that vehicles, equipment and storage areas comply with regulatory and enterprise requirements.
3. Establish and maintain assessment procedures for monitoring conformance and controlling risks	<p>3.1 Ongoing system for the control of risks, based on a hierarchy of control is developed and integrated within general work procedures.</p> <p>3.2 Measures are developed and implemented to control assessed risks and monitor conformance, in accordance with the current relevant dangerous goods transport regulations, code of practice and priorities identified in the workplace.</p> <p>3.3 Non-conformance is investigated and procedures for rectification instituted.</p> <p>3.4 Inadequacies in dangerous goods transport procedures are identified and measures are implemented to improve workplace practice.</p>
4. Implement and monitor procedures for maintaining dangerous goods records	<p>4.1 A dangerous goods documentation <b>records</b> system is established in accordance with relevant legislative framework.</p> <p>4.2 Accurate and legible records for <b>operation</b> within the workplace are completed in accordance with the current dangerous goods transport enterprise policies and legislative <b>requirements</b>.</p>
5. Evaluate the implementation of dangerous goods transport policies, procedures and programs within the workplace	<p>5.1 The effectiveness of the <b>policies and procedures for the transportation of dangerous goods</b> is assessed.</p> <p>5.2 Improvements to <b>dangerous goods transport procedures</b> are identified and implemented.</p>

Variable	Range
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organizational procedures</li> <li>• established procedures</li> </ul>
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> <li>• employees, supervisors and managers</li> <li>• supplier instructions</li> <li>• equipment manufacturers and suppliers</li> <li>• contractors</li> <li>• industrial relations and OHS specialists</li> <li>• other professional or technical staff</li> </ul>

Hazards	<p>may include:</p> <ul style="list-style-type: none"> <li>hazardous or dangerous materials</li> <li>contamination of, or from, materials being handled</li> <li>noise, light, energy sources</li> <li>stationary and moving machinery, parts or components</li> <li>service lines</li> <li>spill, leakages, ruptures</li> <li>dust/vapors</li> </ul>
Hazard management	<p>is consistent with:</p> <ul style="list-style-type: none"> <li>the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</li> </ul>
Work	<p>may be undertaken:</p> <ul style="list-style-type: none"> <li>in various work environments in the warehousing, storage, transport and distribution industries</li> </ul>
Workplace	<p>may involve:</p> <ul style="list-style-type: none"> <li>twenty-four hour operation</li> <li>single and multi-site location</li> <li>large, medium and small workplaces</li> </ul>
Documentation records	<p>may include:</p> <ul style="list-style-type: none"> <li>code and IMDG markings and HAZCHEM signs</li> <li>manufacturers specifications, instructions and labeling advice including material safety data sheets</li> <li>workplace operating procedures, maintenance schedules and policies</li> <li>operations manuals, job specifications and procedures and induction documentation</li> <li>Safe Working Limits (SWL) and Working Load Limits (WLL) of transport options</li> <li>supplier and/or client instructions</li> <li>communications technology equipment and oral, aural or signed communications</li> <li>quality assurance and customer service standards and procedures</li> <li>emergency procedures</li> <li>relevant competency standards and training materials</li> <li>conditions of service, legislation and industrial agreements including workplace agreements and awards</li> </ul>
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> <li>by day or night</li> <li>in all weather conditions</li> </ul>
Requirements	<p>may include:</p> <ul style="list-style-type: none"> <li>site restrictions and procedures</li> <li>use of safety and personal protective equipment</li> </ul>

	<ul style="list-style-type: none"> <li>• communications equipment</li> <li>• specialized transfer/transport equipment</li> <li>• incident/accident/breakdown procedures</li> <li>• additional gear and equipment</li> <li>• noise restrictions</li> <li>• hours of operation</li> <li>• authorities and permits</li> </ul>
Policies and procedures for the transportation of dangerous goods	must conform to relevant legislative framework and guidance material
Plans for dangerous goods transport procedures	<p>may encompass consideration of:</p> <ul style="list-style-type: none"> <li>• approved transfer site</li> <li>• positioning of vehicle when loading/unloading</li> <li>• safe operating and driving procedures</li> <li>• specification of required personal protection and emergency equipment</li> <li>• specification of required transfer equipment/assemblies</li> <li>• emergency/incident/breakdown procedures</li> <li>• customer requirements</li> </ul>
Communications systems	<p>may involve:</p> <ul style="list-style-type: none"> <li>• fixed and mobile telephone</li> <li>• radio</li> <li>• fax</li> <li>• email</li> <li>• electronic data transfer of information</li> <li>• mail and internal memo</li> </ul>
Personal protective equipment	<p>include but is not limited to:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety clothing</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• face mask, respirators and breathing apparatus</li> <li>• high visibility clothing</li> </ul>
Applicable procedures and codes	<p>may include:</p> <ul style="list-style-type: none"> <li>• regulations and codes of practice related to transport of goods and manual handling including relevant road rules and mass and loading regulations</li> <li>• regulations and codes of practice for the handling, transfer and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>• relevant workplace relations legislation</li> <li>• workplace relations regulations</li> <li>• equal opportunity legislation</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• relevant workers compensation legislation</li> <li>• equal opportunity, equal employment opportunity and affirmative action legislation</li> </ul>
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<b>Evidence Guide</b>	
Critical Aspect of Competence	<p>Must demonstrate knowledge and skills competency to:</p> <ul style="list-style-type: none"> <li>• Workplace processes for implementing, maintaining and evaluating dangerous goods transport procedures</li> <li>• Problems that may occur during the transport of dangerous goods and hazardous substances and action that can be taken to report or resolve the problems</li> <li>• Hazards that may exist during the transport of dangerous goods and hazardous substances and ways of controlling the risks involved</li> <li>• Focus of operation of dangerous goods transport systems, resources, management and workplace operating systems</li> <li>• Complete documentation related to the implementation, maintenance and evaluation of dangerous goods transport procedures</li> <li>• Identify the factors in work schedules, time and resource requirements (including sourcing expertise external to the work team) when implementing, maintaining and evaluating dangerous goods transport procedures</li> </ul>
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Regulations and codes concerning the transport of goods and freight</li> <li>• Relevant OHS and environmental protection procedures and regulations</li> <li>• Workplace processes for implementing, maintaining and evaluating dangerous goods transport procedures</li> <li>• Problems that may occur during the transport of dangerous goods and hazardous substances and action that can be taken to report or resolve the problems</li> <li>• Hazards that may exist during the transport of dangerous goods and hazardous substances and ways of controlling the risks involved</li> <li>• Focus of operation of dangerous goods transport systems, resources, management and workplace operating systems</li> <li>• Equipment applications, capacities, configurations, safety hazards and control</li> <li>• Quality and customer service standards, policies and procedures</li> <li>• Application of relevant Ethiopian and international standards and associated certification requirements</li> <li>• Resource availability including the competencies of individuals in the team/group</li> </ul>

	<ul style="list-style-type: none"> <li>• The application of current competencies within functional activity</li> <li>• Relevant workplace documentation procedures</li> </ul>
Underpinning Skills	<p>Demonstrates skill to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when implementing, maintaining and evaluating dangerous goods transport procedures</li> <li>• Read and interpret instructions, procedures, information and manuals relevant to the implementation, maintenance and evaluation of dangerous goods transport procedures</li> <li>• Manage and prioritise work and coordinate self and others in relation to workplace activities</li> <li>• Complete documentation related to the implementation, maintenance and evaluation of dangerous goods transport procedures</li> <li>• Operate electronic communication equipment to required protocol</li> <li>• Provide leadership and work collaboratively with others when implementing, maintaining and evaluating dangerous goods transport procedures</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Promptly report and/or rectify any problems, faults or malfunctions that may be identified when implementing, maintaining and evaluating dangerous goods transport procedures in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unanticipated situations when implementing, maintaining and evaluating dangerous goods transport procedures</li> <li>• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities</li> <li>• Identify the factors in work schedules, time and resource requirements (including sourcing expertise external to the work team) when implementing, maintaining and evaluating dangerous goods transport procedures</li> <li>• Plan and organise systems and activities</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities to cater for variations in workplace contexts and environment</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Provide customer and client service</li> <li>• Select and apply appropriate technology, information systems and procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• Adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Coordinate Stevedoring clerical Functions
Unit Code	<a href="#">EIS COS4 08 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to coordinate Stevedoring and Shore Handling clerical functions in accordance with workplace requirements including monitoring clerical functions; solving operational problems; arranging the inspection/survey of containers and/or cargo, preparing for the next shift; and completing and handing over the shift.

Elements	Performance Criteria
1. Monitor clerical functions	<p>1.1 Duties and the relationship of the duties to enterprise procedures are outlined and explained in accordance with <b>workplace procedures</b>.</p> <p>1.2 Clerical <b>work</b> is monitored to ensure it meets workplace requirements.</p>
2. Solve operational problems	<p>2.1 Potential and actual problem(s) are identified and or anticipated.</p> <p>2.2 <b>Information</b> and evidence surrounding the problem are collected and analyzed.</p> <p>2.3 Options are identified, evaluated and optimal solution selected.</p> <p>2.4 The chosen solution is implemented in accordance with <b>workplace</b> procedures.</p> <p>2.5 The effectiveness of the solution is evaluated against workplace requirements to resolve the problem.</p>
3. Arrange the inspection/survey of containers /cargo	<p>3.1 Arrangements are made to allow access to identified containers/cargo by authorized personnel.</p> <p>3.2 Records of access allowed are completed in accordance with workplace procedures.</p>
4. Prepare for next shift	<p>4.1 <b>Personnel</b> requirements for next shift are determined to ensure safe and efficient operations.</p> <p>4.2 Container/<b>cargo</b> movements in the yard are checked and recorded to ensure the incoming shift has up-to-date information on the status of work and container/cargo location.</p>

Variable	Range
Workplace procedures	may include: <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> </ul>
Work	may be conducted in: <ul style="list-style-type: none"> <li>• a range of work environments</li> <li>• by day or night</li> <li>• limited or restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>
Information	may include: <ul style="list-style-type: none"> <li>• relevant regulations to clerical functions at a container/cargo terminal/wharf</li> <li>• regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• manufacturers specifications for equipment</li> <li>• workplace procedures and policies</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• quality assurance procedures emergency procedures</li> </ul>
Workplaces	may comprise: <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>
Personnel	may include: <ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• site visitors</li> <li>• contractors</li> <li>• official representatives</li> </ul>
Cargo	may include goods with specialist requirements, including temperature controlled goods and dangerous goods
Customers	May include internal or external
Hazards in the work area	may include exposure to: <ul style="list-style-type: none"> <li>• chemicals</li> <li>• dangerous or hazardous substances</li> <li>• movements of equipment, goods and materials</li> </ul>
Personal protective equipment	may include: <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> </ul>

	<ul style="list-style-type: none"> <li>• two-way radios</li> <li>• protective clothing and high visibility clothing</li> </ul>
Communication in the work area	may include: <ul style="list-style-type: none"> <li>• phone</li> <li>• fax</li> <li>• email/internet</li> <li>• electronic data transfer (EDI)</li> <li>• radio</li> <li>• oral, aural or signed communications</li> </ul>
Applicable regulations and legislation	may include: <ul style="list-style-type: none"> <li>• relevant standards, codes and regulations for terminal and wharf operations</li> <li>• regulations and codes of practice for the handling dangerous goods and hazardous substances, including:               <ul style="list-style-type: none"> <li>• relevant standards requirements</li> <li>• relevant OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul> </li> <li>• Operate electronic communication equipment to required protocol when coordinating clerical functions at a container or cargo terminal or wharf</li> </ul>

<b>Evidence Guide</b>	
Critical Aspect of Competence	Demonstrates skills and knowledge in: <ul style="list-style-type: none"> <li>• Workplace procedures and policies for the coordination of clerical functions at a container or cargo terminal or wharf</li> <li>• Problems that may occur when coordinating clerical functions at a container or cargo terminal or wharf and appropriate action that can be taken to resolve the problems</li> <li>• Regulations relevant to the operation of terminals/wharves</li> <li>• Read and interpret instructions, procedures and labels relevant to coordinating clerical functions at a container or cargo terminal or wharf</li> </ul>
Underpinning Knowledge	Demonstrates knowledge of: <ul style="list-style-type: none"> <li>• Regulations relevant to the operation of terminals/wharves.</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the coordination of clerical functions at a container or cargo terminal or wharf</li> <li>• Focus of operation of work systems, equipment, management and site operating systems relevant to the coordination of clerical functions at a container or cargo terminal or wharf</li> <li>• Problems that may occur when coordinating clerical functions at a container or cargo terminal or wharf and appropriate action that can be taken to resolve the problems</li> </ul>

	<ul style="list-style-type: none"> <li>• Relevant handling and safety codes</li> <li>• Site layout of container or cargo terminal or wharf</li> <li>• The marking and numbering systems for cargo</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when coordinating clerical functions at a container or cargo terminal or wharf</li> <li>• Read and interpret instructions, procedures and labels relevant to coordinating clerical functions at a container or cargo terminal or wharf</li> <li>• Interpret and follow operational instructions and prioritise work when coordinating clerical functions at a container or cargo terminal or wharf</li> <li>• markings and where applicable emergency information panels</li> <li>• Complete documentation related to work activities when coordinating clerical functions at a container or cargo terminal or wharf</li> <li>• Operate electronic communication equipment to required protocol when coordinating clerical functions at a container or cargo terminal or wharf</li> <li>• Work collaboratively with others when coordinating clerical functions at a container or cargo terminal or wharf</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Promptly report and/or rectify any identified problems, faults or malfunctions in accordance with regulatory requirements and workplace procedures</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> <li>• Identify, select and use relevant equipment, processes and procedures when coordinating clerical functions at a container or cargo terminal or wharf</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be accessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Develop Plans to Meet Customer and Organization Needs
Unit Code	<a href="#">EIS COS4 09 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to develop plans to meet customer and organization needs, including contributing to strategic planning, analyzing market needs, contributing to business documentation, and communicating on planning matters with other members of the organization.

Elements	Performance Criteria
1. Contribute to strategic planning	<p>1.1 A contribution is made to a shared vision and values for the <b>workplace</b> by assisting the examination of future opportunities and directions and their use in the shaping of business goals and objectives.</p> <p>1.2 A contribution is made to strategic planning by assisting in the investigation of the business environment of the workplace <b>operations</b>.</p>
2. Analyze market needs	<p>2.1 <b>Customer</b> needs are researched and the outcomes analyzed and interpreted to establish business options and opportunities.</p> <p>2.2 Opportunities are identified for product and service enhancement through analysis of existing and potential market opportunities and the development of strategies to strengthen the workplace's market focus in suitable directions.</p>
3. Contribute to business documentation	<p>3.1 Contributions are made to the preparation of the <b>workplace plans /procedures</b>.</p> <p>3.2 All workplace insurance needs are identified and suitable cover taken out.</p>
4. Communicate to other members of the organization	<p>4.1 The outcomes of the planning process are communicated to appropriate persons in the organization.</p> <p>4.2 Feedback mechanisms are used to ensure continuous improvement of the planning process and outcomes.</p>

Variable	Range
Workplace	<p>may involve</p> <ul style="list-style-type: none"> <li>• single and multi-site locations</li> <li>• large, medium and small companies</li> </ul>
Operations	<p>may include</p> <ul style="list-style-type: none"> <li>• operational plans</li> <li>• marketing plans</li> <li>• financial plans</li> </ul>

Customer	May involve: <ul style="list-style-type: none"> <li>• internal and external customer contact and coordination</li> </ul>
Workplace plans /procedures	may include: <ul style="list-style-type: none"> <li>• company plans/procedures</li> <li>• enterprise plans/procedures</li> <li>• organizational and established plans/procedures</li> </ul>
Information/ documentation	may include: <ul style="list-style-type: none"> <li>• procedures for the development of workplace plans and budgets</li> <li>• customer/client instructions and assessed requirements</li> <li>• legislation, regulations and related documentation relevant to business operations</li> <li>• regulations and policies relating to minimizing risks to the environment and ensuring compliance with OHS requirements</li> <li>• insurance requirements</li> <li>• relevant agreements, codes of practice including the National Standards for Services and Operations</li> <li>• manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions</li> <li>• reports of accidents and incidents within regulatory requirements and workplace procedures</li> <li>• workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information</li> <li>• quality assurance procedures</li> </ul>
Applicable regulations and legislation	may include: <ul style="list-style-type: none"> <li>• relevant regulations, standards and codes of practice</li> <li>• equal employment legislation and related policies</li> <li>• environmental protection regulations</li> <li>• hazardous substances and dangerous goods codes</li> <li>• license, patent or copyright arrangements</li> <li>• taxation and trading regulations relevant to business operations</li> <li>• relevant insurance regulations</li> </ul>

#### Evidence Guide

Critical Aspect of Competence	Assessment requires evidence that the candidate: <ul style="list-style-type: none"> <li>• The evidence required to demonstrate competency in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria of this unit and include demonstration of applying:</li> <li>• the underpinning knowledge and skills</li> <li>• relevant legislation and workplace procedures</li> <li>• other relevant aspects of the range statement</li> </ul>
Underpinning Knowledge	Demonstrate knowledge of: <ul style="list-style-type: none"> <li>• Relevant regulatory and code requirements</li> </ul>

	<ul style="list-style-type: none"> <li>• Relevant OHS and environmental protection policies and procedures</li> <li>• Workplace protocols and procedures for the development of plans to meet customer and organisation needs, including: strategic planning, tactical planning and quality improvement of services/operations/products</li> <li>• Relevant workplace business management policies and practices, including requirements for the maintenance of security and confidentiality</li> <li>• Insurance requirements relevant to business operations</li> <li>• Focus of operation of business planning systems and resources</li> <li>• Resource availability including the processing capacity of equipment and software systems for planning activities</li> <li>• Typical problems that can occur when developing plans to meet customer and organisation needs and related appropriate action that can be taken</li> </ul>
Underpinning Skills	<ul style="list-style-type: none"> <li>• Communicate and negotiate effectively with others when developing plans to meet customer and organisation needs</li> <li>• Read and interpret instructions, procedures, information and signs relevant to the development of plans to meet customer and organisation needs</li> <li>• Interpret and follow operational instructions and prioritise work</li> <li>• Survey and assess organisation and customer requirements</li> <li>• Complete documentation related to the development of plans to meet customer and organisation needs</li> <li>• Operate electronic communication equipment to required protocol</li> <li>• Work collaboratively with others when developing plans to meet customer and organisation needs</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Promptly report and/or rectify any identified problems that may arise when developing plans to meet customer and organisation needs in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unanticipated situations that may occur when developing plans to meet customer and organisation needs</li> <li>• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> </ul>

	<ul style="list-style-type: none"> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Select and appropriately apply technology, information systems and procedures to complete workplace tasks</li> <li>• Adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Apply Conflict/Grievance Resolution Strategies
Unit Code	<a href="#">EIS COS4 10 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to apply conflict resolution strategies to resolve grievances that may occur in the course of work, including identifying potential conflict situations, implementing appropriate conflict resolution strategies, and using effective interpersonal skills. Grievances and conflict situations may include those between employees in the workplace, between employees and managers, as well as grievances that might be raised by customers.

Elements	Performance Criteria
1 Implement conflict resolution strategies	<p>1.1 Signs, stages and possible causes of conflict/grievance are identified in the context of work <b>environment</b>.</p> <p>1.2 Workplace <b>information/ documentation</b> are accessed and interpreted in relation to conflict/grievance occurred.</p> <p>1.3 Factors and issues relevant to <b>conflict/grievance</b> are clarified.</p> <p>1.4 Strategies for dealing with conflict/grievance situations are developed /planed in accordance with <b>workplace plans/procedures</b>.</p> <p>1.5 Options for resolution of the conflict/grievance are identified which allow for constructive responses to be negotiated and enable established relationships to continue.</p> <p>1.6 Strategies are implemented for the resolution of the source of conflict in the boundary of applicable legislation and regulations and workplace procedures.</p> <p>1.7 Outcomes of the process are monitored to ensure objectives continue to be met.</p>
2 Use effective interpersonal skills	<p>2.1 Effective verbal and non-verbal <b>communication</b> is used during negotiations, including body language, questioning, language style, active listening and reflection.</p> <p>2.2 Feedback is given assertively and received non-defensively during negotiations.</p>

Variable	Range
Environment	<p>may involve twenty-four hour operation and may include:</p> <ul style="list-style-type: none"> <li>single and multi-site locations</li> <li>large, medium and small companies</li> </ul>
Information/ documentation	<p>may include:</p> <ul style="list-style-type: none"> <li>workplace procedures for the resolution of conflicts/ grievances</li> </ul>

	<ul style="list-style-type: none"> <li>• records of action to resolve conflicts/grievances and documentation of agreements reached</li> <li>• job specifications</li> <li>• conditions of service, relevant legislation, regulations and related documentation</li> <li>• award, enterprise bargaining agreement, workers compensation, and other industrial arrangements</li> <li>• relevant codes of practice including the national standards for manual handling and the industry safety code</li> <li>• supplier and/or client instructions</li> <li>• manifests, bar codes, goods and container identification</li> <li>• goods identification numbers and codes</li> <li>• manufacturers specifications</li> <li>• material safety data sheets</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Conflicts/grievances	<p>may arise at all levels of the organisation in a range of possible situations including:</p> <ul style="list-style-type: none"> <li>• amongst internal personnel</li> <li>• between internal personnel and external personnel such as customers, suppliers, contractors, equipment manufacturers, etc</li> <li>• between external personnel and the organisation</li> <li>• between internal personnel and management</li> </ul>
Workplace plans/procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company plans/procedures</li> <li>• enterprise plans/procedures</li> <li>• organisational plans/procedures</li> <li>• established plans/procedures</li> </ul>
Communications systems	<p>may involve:</p> <ul style="list-style-type: none"> <li>• face-to-face conversations and meetings</li> <li>• telephone</li> <li>• fax</li> <li>• email</li> <li>• mail</li> </ul>
Operations involve	<ul style="list-style-type: none"> <li>• internal and external customer contact and coordination</li> </ul>
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> <li>• other employees and supervisors</li> <li>• management</li> <li>• customers/clients</li> <li>• suppliers of goods/materials</li> <li>• manufacturers of equipment</li> <li>• contractors</li> <li>• relevant authorities</li> </ul>

	<ul style="list-style-type: none"> <li>• union representatives</li> <li>• OHS specialists</li> <li>• other maintenance, professional or technical staff</li> </ul>
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant regulations, standards and codes of practice</li> <li>• trading regulations relevant to business operations</li> <li>• relevant Ethiopian and -OHS legislation</li> <li>• environmental protection regulations</li> <li>• hazardous substances and dangerous goods codes</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• licence, patent or copyright arrangements</li> </ul>

### Evidence Guide

Critical aspects of Competence	<p>Must demonstrate knowledge and skills competence to:</p> <ul style="list-style-type: none"> <li>• Identify and apply relevant and regulatory and code requirements</li> <li>• Identify and apply relevant OHS and environmental protection policies and procedures</li> <li>• explain workplace protocols and procedures for the identification and resolution of conflicts/grievances</li> <li>• signs, stages and possible causes of conflict in the workplace</li> <li>• identify typical problems that can occur when applying conflict/grievance resolution strategies</li> <li>• read and interpret instructions, procedures, information and signs relevant to the application of conflict and grievance resolution strategies</li> <li>• interpret and follow operational instructions and prioritise work</li> <li>• gather, record and convey simple and routine work-related information</li> <li>• complete documentation related to the application of conflict and grievance resolution strategies</li> <li>• identify existing and potential conflicts/grievances</li> <li>• participate in small informal work groups</li> <li>• apply interpersonal skills</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• relevant and regulatory and code requirements</li> <li>• relevant OHS and environmental protection policies and procedures</li> <li>• workplace protocols and procedures for the identification and resolution of conflicts/grievances</li> <li>• relevant workplace business marketing policies and practices, including requirements for the maintenance of security and confidentiality</li> <li>• signs, stages and possible causes of conflict in the workplace</li> <li>• options for constructive responses to typical conflict/grievance situations</li> </ul>

	<ul style="list-style-type: none"> <li>typical problems that can occur when applying conflict/grievance resolution strategies and related appropriate action that can be taken</li> </ul>
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> <li>communicate effectively with others when applying conflict and grievance resolution strategies</li> <li>negotiate effectively with others when applying conflict and grievance resolution strategies</li> <li>read and interpret instructions, procedures, information and signs relevant to the application of conflict and grievance resolution strategies</li> <li>interpret and follow operational instructions and prioritise work</li> <li>gather, record and convey simple and routine work-related information</li> <li>complete documentation related to the application of conflict and grievance resolution strategies</li> <li>operate electronic communication equipment to required protocol</li> <li>identify existing and potential conflicts/grievances</li> <li>participate in small informal work groups</li> <li>apply interpersonal skills</li> <li>work collaboratively with others when applying conflict and grievance resolution strategies</li> <li>adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>promptly report and/or rectify any identified problems that may arise when applying conflict and grievance resolution strategies in accordance with regulatory requirements and workplace procedures</li> <li>monitor work activities in terms of planned schedule</li> <li>modify activities depending on differing operational contingencies, risk situations and environments</li> <li>select and appropriately apply technology, information systems and procedures to complete workplace tasks</li> <li>work systematically with required attention to detail</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be accessed through:</p> <ul style="list-style-type: none"> <li>Interview / Written Test</li> <li>Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Check and Evaluate Records and Documentation
Unit Code	<a href="#">EIS COS4 11 0913</a>
Unit Descriptor	This unit involves the skills and knowledge required to collect, check, evaluate records and documentation; and use management information systems for preparation of operational plans; and preparing resource proposals.

Elements	Performance Criteria
1. Identify and source information needs	<p>1.1 The <b>information</b> needs of individuals/teams are determined and the potential sources of information are identified.</p> <p>1.2 Information held by the organization is reviewed to determine suitability and accessibility.</p> <p>1.3 Arrangements are made to obtain information which is not available/accessible within the organization.</p>
2. Collect, analyze and report information	<p>2.1 Collection of information is timely and relevant to the needs of individuals/teams.</p> <p>2.2 Information is made in a format suitable for analysis, interpretation and dissemination.</p> <p>2.3 Information is analyzed to identify and report relevant trends and developments in terms of the needs for which it was acquired.</p> <p>2.4 Records are analyzed to identify unexpected deviations from plans or possible future problems with plant and equipment.</p> <p>2.5 <b>Communication</b> of advice is provided to appropriate <b>personnel</b> when problems are identified.</p> <p>2.6 Security of records and documentation is maintained at all times with access being granted to authorize personnel in accordance with <b>workplace procedures</b>.</p>
3. Check documentation	<p>3.1 Documentation is checked to ensure its compliance with regulatory and <b>workplace</b> requirements.</p> <p>3.2 Documentation is checked on a regular basis, and the personnel responsible for documentation are advised of deadlines.</p> <p>3.3 Use of systems is checked for the maintenance of records complied with regulatory and workplace requirements.</p>
4. Use management information systems	<p>4.1 Management information systems are used effectively to store and retrieve data for decision making.</p> <p>4.2 Technology available in the <b>work</b> area/organization is used to manage information efficiently and effectively.</p>

	4.3 Recommendations are submitted for improving the information system to designated persons/groups.
5. Contribute to the preparation of operational plans	<p>5.1 Individuals/teams are involved in the preparation of operational plans in ways which use their contribution effectively and gains their support for the outcomes.</p> <p>5.2 Operational plans are prepared and presented in accordance with the workplace's guidelines and requirements.</p>
6. Prepare resource proposals	<p>6.1 Resource planning data is collected in consultation with colleagues, including those who have a specialist role in resource management.</p> <p>6.2 Estimates of resource needs and utilization reflect the workplaces business plans and customer and supplier requirements.</p> <p>6.3 Proposals to secure resources are supported by clearly presented submissions describing realistic options, benefits, costs and outcomes.</p>

Variable	Range
Information	<p>may include:</p> <ul style="list-style-type: none"> <li>• in print or electronic form and may include forms, letters, memos, operational data, faxes, inventories, orders, invoices, records and data required within warehousing, Stevedoring and Shore Handling operations</li> <li>• goods identification numbers and codes</li> <li>• manifests, bar codes, and container identification/serial number</li> <li>• workplace policies and procedures</li> <li>• relevant contracts and agreements</li> <li>• quality or enterprise work specifications and procedures</li> <li>• manufacturers specifications and/or supplier's advice, recommended procedures, policies and instructions</li> <li>• guidelines relating to minimizing risks to the environment and compliance with OHS requirements</li> <li>• relevant agreements and codes of practice</li> <li>• legislation, regulations and related documentation, including regulations related to hazardous substances, dangerous goods and environment protection</li> <li>• reports of accidents and incidents within regulatory requirements and enterprise procedures</li> <li>• workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information</li> <li>• quality assurance procedures</li> <li>• workplace agreements and awards</li> </ul>

	<ul style="list-style-type: none"> <li>workers compensation</li> <li>emergency procedures</li> <li>operations manuals, job specifications and induction documentation</li> <li>dangerous goods declarations and material safety data sheets (where applicable)</li> <li>award, enterprise bargaining agreement, other industrial arrangements</li> <li>relevant Ethiopian standards and certification requirements</li> </ul>
Communication	may include: <ul style="list-style-type: none"> <li>phone</li> <li>fax</li> <li>email</li> <li>electronic data transfer (EDI)</li> <li>radio</li> <li>oral, aural or signed communications</li> </ul>
Personnel	may include workplace personnel, site visitors, contractors and official representatives
Workplace procedures	may include company, enterprise, organizational and established procedures
Workplaces	may comprise: <ul style="list-style-type: none"> <li>large, medium or small worksites</li> <li>single and multi-site locations</li> </ul>
Work	may be conducted in: <ul style="list-style-type: none"> <li>a range of work environments</li> <li>by day or night</li> <li>limited or restricted spaces</li> <li>exposed conditions</li> <li>controlled or open environments and office environments</li> </ul>
Applicable regulations and legislation	may include: <ul style="list-style-type: none"> <li>relevant standards, codes and regulations relevant to the documentation requirements for the local and international transport of cargo and containers</li> <li>relevant Ethiopian standards and certification requirements</li> <li>relevant OHS and environmental protection legislation</li> <li>workplace relations and workers compensation regulations</li> </ul>

### Evidence Guide

Critical Aspect of Competence	Must demonstrate knowledge and skills competency to: <ul style="list-style-type: none"> <li>Workplace procedures and policies for checking and evaluating documentation for the local and/or international transport of cargo and containers</li> <li>Problems that may occur when checking and evaluating documentation and appropriate action that can be taken to resolve the problems</li> </ul>
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	<ul style="list-style-type: none"> <li>• Focus of operation of work systems, equipment, management and site operating systems for checking and evaluating cargo/container transport documentation</li> <li>• Implement contingency plans for unplanned events</li> <li>• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities</li> </ul>
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Focus of operation of work systems, equipment, management and site operating systems for checking and evaluating cargo/container transport documentation</li> <li>• Problems that may occur when checking and evaluating documentation and appropriate action that can be taken to resolve the problems</li> <li>• Types of cargo, and containers transport modes and the documentation requirements for each</li> <li>• Site layout, loading/unloading plans and sequence sheets</li> <li>• The marking and numbering systems for cargo</li> <li>• Relevant bond, quarantine or other legislative requirements</li> <li>• Relevant regulatory and code requirements</li> <li>• Workplace protocols and procedures for the management of workplace information</li> <li>• Workplace business policies and plans as they relate to financial reporting and information system management and improvement</li> <li>• Focus of operation of recording, reporting and statistical analysis systems and resources</li> <li>• Resource availability including the processing capacity of equipment and software systems for statistical analysis of data</li> <li>• Typical problems that can occur with the management of workplace information and related appropriate action that can be taken</li> <li>• Complete documentation related to the management of workplace information</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when checking, evaluating documentation and managing workplace information</li> <li>• Read and interpret instructions, procedures and labels relevant to checking and evaluating management of workplace information</li> <li>• Receive, acknowledge and send messages with available communications equipment</li> <li>• markings and where applicable emergency information panels</li> </ul>

	<ul style="list-style-type: none"> <li>• Work collaboratively with others when checking and evaluating transport documentation</li> <li>• Interpret and follow operational instructions and prioritise work</li> <li>• Complete documentation related to the management of workplace information</li> <li>• Operate electronic communication equipment to required protocol</li> <li>• Work collaboratively with others when managing workplace information</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Promptly report and/or rectify any identified problems that may arise during the management of workplace information.</li> <li>• Implement contingency plans for unplanned events</li> <li>• Apply precautions and required action to minimise, control or eliminate hazards that may exist during work activities</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Select and efficiently use information management systems and technologies</li> <li>• Select and appropriately apply technology, information systems and procedures to workplace tasks</li> <li>• Adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Identify, select and use relevant equipment, processes and procedures when checking and evaluating documentation for the local and/or international transport of cargo and containers</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Monitor Crane Operations
Unit Code	<a href="#">EIS COS4 12 0913</a>
Unit Descriptor	<p>This unit involves the skills and knowledge required to monitor crane operations in accordance with workplace procedures and regulatory requirements, including monitoring work performance and progress, monitoring personnel working in operational area, solving problems concerning crane operations and making decisions.</p> <p>Work must be carried out in compliance with the relevant regulations and workplace requirements concerning crane operations. It involves the application of workplace procedures and regulatory requirements when monitoring crane operations as part of work activities in the stevedoring, transport, distribution and allied industries.</p>

Elements	Performance Criteria
1 Monitor work performance and progress	<p>1.1 <b>Work</b> is performed in line with workplace requirements and objectives, ensuring safe work practices are maintained in accordance with statutory authority regulations, national and industry safety codes and <b>workplace procedures</b>.</p> <p>1.2 <b>Crane</b> operations and compliance with operational procedures are monitored regularly and refined in consultation with supervisor, crane drivers and other employees.</p> <p>1.3 Work performance rates are maintained with delays being minimized to ensure work program objectives are met.</p> <p>1.4 Safety in the <b>workplace</b> is continually monitored during crane operations and required action is taken to identify and control <b>hazards</b> and risks.</p>
2 Monitor personnel working in operational area	<p>2.1 Vigilance is maintained when personnel are working in the cranes operational area in accordance with statutory requirements, national standards and safety codes.</p> <p>2.2 <b>Personnel</b> are checked out of operational area before securing operational area/storage location/ships hold after completion of shift and when task is completed, ensuring all personnel are safely out of the area/hold.</p> <p>2.3 Personnel working in the operational area/storage location/ships hold are warned of any danger in accordance with workplace procedures and regulatory requirements.</p> <p>2.4 Personnel working in the operational area/storage location/ships hold are alerted when required and emergency responses are initiated to provide assistance to personnel in hold.</p>

3 Solve problems and make decisions	<p>3.1 Problems are solved and decisions are made to ensure optimum efficiency of operations having regard to management and client objectives</p> <p>3.2 Employees are encouraged to contribute their opinions to facilitate effective decisions and resolution of problems</p>
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Variable	Range
Work	<p>may be conducted in:</p> <ul style="list-style-type: none"> <li>• limited or restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> </ul>
Cranes	<p>may include:</p> <ul style="list-style-type: none"> <li>• cranes in use at transport, rail or shipping terminals or wharves</li> </ul>
Workplaces	<p>may comprise:</p> <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>
Hazards	<p>may include exposure to:</p> <ul style="list-style-type: none"> <li>• chemicals</li> <li>• dangerous or hazardous substances</li> <li>• movements of equipment, goods, materials and vehicular traffic</li> </ul>
Personnel	<p>may include:</p> <ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• site visitors</li> <li>• contractors</li> <li>• official representatives</li> </ul>
Cargo/Freight	<p>may include:</p> <ul style="list-style-type: none"> <li>• goods with specialist requirements, including temperature controlled goods and dangerous goods</li> </ul>
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• protective clothing</li> <li>• high visibility clothing</li> </ul>
Communication	<p>may include:</p> <ul style="list-style-type: none"> <li>• phone</li> <li>• fax</li> <li>• email</li> </ul>

	<ul style="list-style-type: none"> <li>• electronic data transfer (EDI)</li> <li>• RF systems</li> <li>• radio</li> <li>• oral, aural or signed communications</li> </ul>
Information/ documents	<p>may include:</p> <ul style="list-style-type: none"> <li>• goods identification numbers and codes</li> <li>• manifests, bar codes, and container identification/serial number</li> <li>• Relevant Ethiopian and international codes of practice and regulations relevant to crane operations</li> <li>• Relevant Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• manufacturers specifications for crane and associated equipment</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Applicable regulations and legislation	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant codes, regulations, and licence/permit requirements for the operation of relevant categories of cranes</li> <li>• Relevant Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>➢ Relevant Ethiopian and International Dangerous Goods Codes</li> <li>➢ Relevant Ethiopian Marine Orders and the International Maritime Dangerous Goods Code</li> <li>➢ IATA Dangerous Goods by Air regulations</li> <li>➢ Relevant Ethiopian and International Explosives Codes</li> </ul> </li> <li>• relevant Ethiopian Standards,</li> <li>• licence, patent or copyright arrangements</li> <li>• water and road use and licence arrangements</li> <li>• export/import/quarantine/bond requirements</li> <li>• marine orders</li> <li>• relevant -OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>

<b>Evidence Guide</b>	
Critical aspects of Competence	<p>Must demonstrate knowledge and skills competence to:</p> <ul style="list-style-type: none"> <li>• Explain relevant legislation and workplace procedures</li> <li>• Identify relevant OHS and environmental protection procedures and guidelines</li> <li>• apply workplace procedures and policies for the monitoring of crane operations</li> <li>• Identify problems that may occur during crane operations and appropriate action that can be taken to resolve the problems</li> <li>• demonstrate relevant handling and safety codes</li> <li>• Identify types of cranes used to transfer loads at transport, rail or shipping terminals or wharves, their applications, and the regulations, procedures and precautions for their operation</li> <li>• identify cargo, container and goods, coding, EDG and IMDG markings and, where applicable, emergency information panels</li> <li>• interpret and follow operational instructions and prioritise work</li> <li>• complete documentation related to the monitoring of crane operations</li> <li>• receive, acknowledge, send messages and give signals using required communications equipment and protocols while monitoring crane operations</li> <li>• estimate the size, shape and special requirements of loads</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• relevant Ethiopian and international codes and regulations relevant to crane operations, including the Ethiopian and International Dangerous Goods Codes</li> <li>• relevant OHS and environmental protection procedures and guidelines</li> <li>• workplace procedures and policies for the monitoring of crane operations</li> <li>• focus of operation of work systems, equipment, management and site operating systems for crane operations</li> <li>• problems that may occur during crane operations and appropriate action that can be taken to resolve the problems</li> <li>• relevant handling and safety codes</li> <li>• types of cranes used to transfer loads at transport, rail or shipping terminals or wharves, their applications, and the regulations, procedures and precautions for their operation</li> <li>• Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of cranes</li> </ul>

	<ul style="list-style-type: none"> <li>• the marking and numbering systems for cargo</li> <li>• relevant bond, quarantine or other legislative requirements</li> </ul>
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> <li>• communicate effectively with others when monitoring crane operations</li> <li>• read and interpret instructions, procedures, information, labels and signs relevant to the monitoring of crane operations</li> <li>• identify cargo, container and goods, coding, EDG and IMDG markings and, where applicable, emergency information panels</li> <li>• interpret and follow operational instructions and prioritise work</li> <li>• complete documentation related to the monitoring of crane operations</li> <li>• receive, acknowledge, send messages and give signals using required communications equipment and protocols while monitoring crane operations</li> <li>• estimate the size, shape and special requirements of loads</li> <li>• Work collaboratively with others when monitoring crane operations</li> <li>• adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• promptly report and/or rectify any identified problems, faults or malfunctions when monitoring crane operations in accordance with regulatory requirements and workplace procedures</li> <li>• implement contingency plans for unplanned events that may arise when monitoring crane operations</li> <li>• apply precautions and required action to minimise, control or eliminate hazards that may exist during the monitoring of crane operations</li> <li>• monitor work activities in terms of planned schedule</li> <li>• modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• apply fatigue management knowledge and techniques</li> <li>• work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• identify, select and use relevant equipment, processes and procedures when monitoring crane operations</li> <li>• operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>

Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Direct Crane Operations
Unit Code	<a href="#">EIS COS4 13 0913</a>
Unit Descriptor	<p>This unit involves the skills and knowledge required to direct crane operations in accordance with workplace and regulatory requirements including performing checks of the work area, performing checks of cargo, receiving and interpreting directions, anticipating cargo transfer sequence, and directing crane operators and transferring loads in accordance with job requirements. Work must be carried out in compliance with the relevant regulations and workplace requirements concerning crane operations.</p> <p>Work is performed under some supervision generally within a team environment. It involves the application of workplace procedures and regulatory requirements when directing crane drivers as part of work activities in the stevedoring, transport, distribution and allied industries.</p>

Elements	Performance Criteria
1 Perform check of work area	<p>1.1 The <b>work</b> area is checked ensuring that the area is in accordance with relevant safety codes and national standards.</p> <p>1.2 Workplace <b>information sources</b> are accessed and procedures strictly adhered to.</p> <p>1.3 Unsafe work areas are identified and reported to appropriate personnel in accordance with <b>workplace procedures</b>.</p>
2 Perform check of cargo	<p>2.1 Cargo/containers are checked ensuring they are safe to handle in accordance with national standards and industry safety codes.</p> <p>2.2 Unsafe or damaged cargo is identified and reported to appropriate <b>personnel</b>.</p>
3 Interpret and provide directions	<p>3.1 Directions are provided using the required <b>communications</b> technology/mode.</p> <p>3.2 Directions are confirmed ensuring any unclear instructions are checked and clarified with the relevant staff.</p>
4 Anticipate cargo transfer sequence	<p>4.1 Cargo transfer sequence is anticipated ensuring compliance with operating procedures and safe and efficient transfer operations.</p> <p>4.2 Cargo sequence is anticipated by referral to ships stowage plans/required sheets.</p>

Page 65 of 142	Ministry of Education Copyright	Terminal Cargo Operation Supervision Ethiopian Occupational Standard	Version: 2 Sept 2013
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5 Direct crane operators and transfer loads	<p>5.1 <b>Crane</b> operators are directed to work locations to ensure that cargo/containers are transferred in accordance with workplace procedures and regulatory requirements.</p> <p>5.2 Crane drivers are immediately alerted to unsafe conditions, safety incidents and emergencies in accordance with workplace procedures and regulatory requirements.</p>
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Variable	Range
Work	<p>may be conducted in:</p> <ul style="list-style-type: none"> <li>• in a range of work environments</li> <li>• by day or night</li> <li>• limited or restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>
Information	<p>may include:</p> <ul style="list-style-type: none"> <li>• goods identification numbers and codes</li> <li>• manifests, bar codes, and container identification/serial number</li> <li>• Relevant Ethiopian and international codes of practice and regulations relevant to crane operations</li> <li>• Relevant Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• manufacturers specifications for crane and associated equipment</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• quality assurance procedures</li> <li>• emergency procedures</li> </ul>
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> <li>• the following of the job plan and prepared work priorities</li> <li>• specific site operating procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• requirements for safe and efficient operations</li> <li>• effective communications with crane operators ensuring directions are promptly and accurately understood</li> </ul>
Personnel	may include: <ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• site visitors</li> <li>• contractors and official representatives</li> </ul>
Communication	may include: <ul style="list-style-type: none"> <li>• phone</li> <li>• fax</li> <li>• email</li> <li>• electronic data transfer (EDI)</li> <li>• RF systems</li> <li>• radio</li> <li>• hand signals</li> <li>• oral, aural or signed communications</li> </ul>
Cranes	may include cranes in use at transport, rail or shipping terminals or wharves
Account	may be taken of the following conditions in relation to operational safety (depending on the context of crane operations concerned): <ul style="list-style-type: none"> <li>• organisational and statutory operating requirements</li> <li>• surface condition of the work area</li> <li>• stacking area</li> <li>• degree of visibility</li> <li>• weather conditions</li> <li>• other traffic</li> <li>• obstacles</li> <li>• site and nature of loads</li> <li>• ship/vehicle/ rail movements and tidal movement</li> </ul>
Hazards	may include exposure to: <ul style="list-style-type: none"> <li>• chemicals</li> <li>• dangerous or hazardous substances</li> <li>• movements of equipment, goods, materials and vehicular traffic</li> </ul>
Personal protective equipment	may include: <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• protective and high visibility clothing</li> </ul>
Applicable regulations and legislation	may include: <ul style="list-style-type: none"> <li>• relevant codes, regulations, and licence/permit requirements for the operation of relevant categories of cranes</li> </ul>

	<ul style="list-style-type: none"> <li>• Relevant Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>➢ Relevant Ethiopian and International Dangerous Goods Codes</li> <li>➢ Relevant Ethiopian Marine Orders and the International Maritime Dangerous Goods Code</li> </ul> </li> <li>• IATA Dangerous Goods by Air regulations</li> <li>• Relevant Ethiopian and International Explosives Codes</li> <li>• licence, patent or copyright arrangements</li> <li>• water and road use and licence arrangements</li> <li>• export/import/quarantine/bond requirements</li> <li>• marine orders</li> <li>• relevant -OHS and environmental protection legislation</li> <li>• workplace relations and workers compensation regulations</li> </ul>
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### Evidence Guide

Critical aspects of Competence	<p>Must demonstrate knowledge and skills competence to:</p> <ul style="list-style-type: none"> <li>• identify and explain relevant Ethiopian and international codes and regulations relevant to crane operations,</li> <li>• identify and apply relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the direction of crane operations</li> <li>• Identify and explain problems that may occur during crane operations and appropriate action that can be taken to resolve the problems</li> <li>• describe relevant handling and safety codes</li> <li>• Identify and use types of cranes used to transfer loads at transport, rail or shipping terminals or wharves, their applications, and the regulations, procedures and precautions for their operation</li> <li>• Explain requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of cranes</li> <li>• The marking and numbering systems for cargo</li> <li>• Communicate effectively with others when directing crane operations</li> <li>• Read and interpret instructions, procedures, information, labels and signs relevant to the direction of crane operations</li> <li>• Identify cargo, container and goods, coding, EDG and IMDG markings and, where applicable, emergency information panels</li> <li>• Interpret and follow operational instructions and prioritise work</li> </ul>
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Page 68 of 142	Ministry of Education Copyright	Terminal Cargo Operation Supervision Ethiopian Occupational Standard	Version: 2 Sept 2013
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	<ul style="list-style-type: none"> <li>• Complete documentation related to the direction of crane operations</li> <li>• Receive, acknowledge, send messages and give signals using required communications equipment and protocols while directing crane operations</li> <li>• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when directing crane operations</li> <li>• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the direction of crane operations</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Apply fatigue management knowledge and techniques</li> <li>• Identify, select and use relevant equipment, processes and procedures when directing crane operations</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant Ethiopian and international codes and regulations relevant to crane operations, including the Relevant Ethiopian and International Dangerous Goods Codes</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the direction of crane operations</li> <li>• Focus of operation of work systems, equipment, management and site operating systems for crane operations</li> <li>• Problems that may occur during crane operations and appropriate action that can be taken to resolve the problems</li> <li>• Relevant handling and safety codes</li> <li>• Types of cranes used to transfer loads at transport, rail or shipping terminals or wharves, their applications, and the regulations, procedures and precautions for their operation</li> <li>• Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of cranes</li> <li>• The marking and numbering systems for cargo</li> <li>• Relevant bond, quarantine or other legislative requirements</li> </ul>
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when directing crane operations</li> <li>• Read and interpret instructions, procedures, information, labels and signs relevant to the direction of crane operations</li> </ul>

	<ul style="list-style-type: none"> <li>• Identify cargo, container and goods, coding, EDG and IMDG markings and, where applicable, emergency information panels</li> <li>• Interpret and follow operational instructions and prioritise work</li> <li>• Complete documentation related to the direction of crane operations</li> <li>• Receive, acknowledge, send messages and give signals using required communications equipment and protocols while directing crane operations</li> <li>• Estimate the size, shape and special requirements of loads</li> <li>• Work collaboratively with others when directing crane operations</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Promptly report and/or rectify any identified problems, faults or malfunctions that may occur when directing crane operations in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unanticipated situations that may arise when directing crane operations</li> <li>• Apply precautions and required action to minimise, control or eliminate hazards that may exist during the direction of crane operations</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Apply fatigue management knowledge and techniques</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Identify, select and use relevant equipment, processes and procedures when directing crane operations</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Coordinate Crane Operations
Unit Code	<a href="#">EIS COS4 14 0913</a>
Unit Descriptor	<p>This unit involves the skills and knowledge required to direct and monitor crane operations in accordance with workplace procedures and regulatory requirements, The unit covers performing checks of the work area, performing checks of cargo, receiving and interpreting directions, anticipating cargo transfer sequence, monitoring work performance and progress, monitoring personnel working in operational area, directing crane operators and transferring loads solving problems concerning crane operations and making decisions in accordance with job requirements..</p> <p>It involves the application of workplace procedures and regulatory requirements when monitoring crane operations as part of work activities in the Stevedoring and Shore Handling, transport, distribution and allied industries.</p>

Elements	Performance Criteria
1. Perform check of work area and cargo	<p>1.1 The work area is checked ensuring that the area is in accordance with relevant safety codes and national standards.</p> <p>1.2 Unsafe work areas are identified and reported to appropriate <b>workplace personnel</b>.</p> <p>1.3 Cargo/containers are checked ensuring they are safe to handle in accordance with national standards and industry safety codes.</p> <p>1.4 Unsafe or damaged cargo is identified and reported to appropriate personnel.</p>
2. Interpret and provide directions	<p>2.1 Directions are provided using the required <b>communications</b> technology/mode.</p> <p>2.2 Directions are confirmed ensuring any unclear instructions are checked and clarified with the relevant staff.</p>
3. Anticipate cargo transfer sequence	<p>3.1 Cargo transfer sequence is anticipated ensuring compliance with operating procedures and safe and efficient transfer operations.</p> <p>3.2 Cargo sequence is anticipated by referral to ships stowage plans/required sheets.</p>
4. Direct crane operators and transfer loads	<p>4.1 Workplace <b>information/documents</b> are accessed and used in accordance to workplace procedures and regulatory requirements.</p>

	<p>4.2 <b>Crane</b> operators are directed to work locations to ensure that cargo/containers are transferred in accordance with <b>workplace procedures</b> and regulatory requirements.</p> <p>4.3 Crane drivers are immediately alerted to unsafe conditions, safety incidents and emergencies in accordance with workplace procedures and regulatory requirements.</p>
5. Monitor work performance and progress	<p>5.1 <b>Work</b> is performed in line with workplace requirements and objectives, ensuring safe work practices are maintained in accordance with statutory authority regulations, national and industry safety codes and workplace procedures.</p> <p>5.2 Crane operations and compliance with operational procedures are monitored regularly and refined in consultation with supervisor, crane drivers and other employees.</p> <p>5.3 <b>Work performance</b> rates are maintained with delays being minimized to ensure work program objectives are met.</p> <p>5.4 <b>Operational safety in the work area</b> is continually monitored during crane operations and required action is taken to identify and control hazards and risks.</p>
6. Monitor personnel working in operational area	<p>6.1 Vigilance is maintained when personnel are working in the cranes operational area in accordance with statutory requirements, national standards and safety codes.</p> <p>6.2 Personnel are checked out of operational area before securing operational area/storage location/ships hold after completion of shift and when task is completed, ensuring all personnel are safely out of the area/hold.</p> <p>6.3 Personnel working in the operational area/storage location/ships hold are warned of any danger in accordance with workplace procedures and regulatory requirements.</p> <p>6.4 Personnel working in the operational area/storage location/ships hold are alerted when required and emergency responses are initiated to provide assistance to personnel in hold.</p> <p>6.5 Workplace <b>hazards</b> are documented and reported to relevant appropriate workplace personnel.</p>
7. Solve problems and make decisions	<p>7.1 Problems are solved and decisions are made to ensure optimum efficiency of operations having regard to management and client objectives.</p> <p>7.2 Employees are encouraged to contribute their opinions to facilitate effective decisions and resolution of problems.</p> <p>7.3 Performances, actions taken, and decisions made are documented and reported to appropriate personnel according to work place procedures and requirements(formats, time).</p>

Variable	Range
Workplaces	may comprise: <ul style="list-style-type: none"> <li>• large, medium or small worksites</li> </ul>
Personnel	may include: <ul style="list-style-type: none"> <li>• workplace personnel</li> <li>• site visitors</li> <li>• contractors</li> <li>• official representatives</li> </ul>
Communication	may include: <ul style="list-style-type: none"> <li>• phone</li> <li>• fax</li> <li>• email</li> <li>• electronic data transfer (EDI)</li> <li>• RF systems</li> <li>• radio</li> <li>• oral, aural or signed communications</li> </ul>
Information/documents	may include: <ul style="list-style-type: none"> <li>• goods identification numbers and codes</li> <li>• manifests, bar codes, and container identification/serial number</li> <li>• Ethiopian and international codes of practice and regulations relevant to crane operations</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances</li> <li>• operations manuals, job specifications and induction documentation</li> <li>• manufacturers specifications for crane and associated equipment</li> <li>• workplace procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• dangerous goods declarations and material safety data sheets (where applicable)</li> <li>• award, enterprise bargaining agreement, other industrial arrangements</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• quality assurance procedures emergency procedures</li> </ul>
Cargo	may include goods with specialist requirements, including temperature controlled goods and dangerous goods
Workplace procedures	include: <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> <li>• the following of the job plan and prepared work priorities</li> </ul>

	<ul style="list-style-type: none"> <li>• specific site operating procedures</li> <li>• requirements for safe and efficient operations</li> <li>• effective communications with crane operators ensuring directions are promptly and accurately understood</li> </ul>
Work	<p>may be conducted:</p> <ul style="list-style-type: none"> <li>• in a range of work environments</li> <li>• by day or night</li> </ul>
Work performance	<p>be conducted in</p> <ul style="list-style-type: none"> <li>• limited or restricted spaces</li> <li>• exposed conditions</li> <li>• controlled or open environments</li> </ul>
Operational safety in the work area	<p>May include:</p> <ul style="list-style-type: none"> <li>• organizational and statutory operating requirements</li> <li>• surface condition of the work area</li> <li>• stacking area</li> <li>• degree of visibility</li> <li>• weather conditions</li> <li>• other traffic</li> <li>• obstacles</li> <li>• site and nature of loads</li> <li>• ship/vehicle/ rail movements</li> <li>• tidal movement</li> </ul>
Hazards	<p>may include exposure to:</p> <ul style="list-style-type: none"> <li>• chemicals</li> <li>• dangerous or hazardous substances</li> <li>• movements of equipment, goods, materials and vehicular traffic</li> </ul>
Personal protective equipment	<p>may include:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• safety glasses</li> <li>• two-way radios</li> <li>• protective clothing</li> <li>• high visibility clothing</li> </ul>
Applicable regulations and legislation may include:	<ul style="list-style-type: none"> <li>• relevant codes, regulations, and licence/permit requirements for the operation of relevant categories of cranes</li> <li>• Ethiopian and international regulations and codes of practice for the handling and transport of dangerous goods and hazardous substances, including: <ul style="list-style-type: none"> <li>• Ethiopian and International Dangerous Goods Codes</li> <li>• International Maritime Dangerous Goods Code</li> <li>• IATA Dangerous Goods by Air regulations</li> <li>• Ethiopian and International Explosives Codes</li> </ul> </li> <li>• water and road use and licence arrangements</li> <li>• export/import/quarantine/bond requirements</li> <li>• marine orders</li> </ul>

	<ul style="list-style-type: none"> <li>• relevant OHS and environmental protection legislation</li> <li>• workplace relations regulations</li> <li>• workers compensation regulations</li> </ul>
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### Evidence Guide

Critical aspects of Competence	<p>Must demonstrate skills and knowledge competence to:</p> <ul style="list-style-type: none"> <li>• Read and interpret instructions, procedures, information, labels and signs relevant to the monitoring of crane operations</li> <li>• Identify cargo, container and goods, coding, IMDG markings and, where applicable, emergency information panels</li> <li>• Estimate the size, shape and special requirements of loads</li> <li>• Implement contingency plans for unplanned events that may arise when monitoring crane operations</li> <li>• Identify, select and use relevant equipment, processes and procedures when monitoring crane operations</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Workplace procedures and policies for the monitoring of crane operations</li> <li>• Relevant handling and safety codes</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• Ethiopian and international codes and regulations relevant to crane operations, including the Ethiopian and International Dangerous Goods Codes</li> <li>• Relevant OHS and environmental protection procedures and guidelines</li> <li>• Workplace procedures and policies for the direction and monitoring of crane operations</li> <li>• Focus of operation of work systems, equipment, management and site operating systems for crane operations</li> <li>• Problems that may occur during crane operations and appropriate action that can be taken to resolve the problems</li> <li>• Relevant handling and safety codes</li> <li>• Types of cranes used to transfer loads at transport, rail or shipping terminals or wharves, their applications, and the regulations, procedures and precautions for their operation</li> <li>• Requirements for Safe Working Load (SWL) and Working Load Limit (WLL) of cranes</li> <li>• The marking and numbering systems for cargo</li> <li>• Relevant bond, quarantine or other legislative requirements</li> </ul>
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> <li>• Communicate effectively with others when directing and monitoring crane operations</li> <li>• Read and interpret instructions, procedures, information, labels and signs relevant to the directing and monitoring of crane operations</li> <li>• Interpret and follow operational instructions and prioritize work</li> </ul>

	<ul style="list-style-type: none"> <li>• Complete documentation related to the directing and monitoring of crane operations</li> <li>• Receive, acknowledge, send messages and give signals using required communications equipment and protocols while directing and monitoring crane operations</li> <li>• Estimate the size, shape and special requirements of loads</li> <li>• Work collaboratively with others when directing and monitoring crane operations</li> <li>• Adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• Promptly report and/or rectify any identified problems, faults or malfunctions when directing and monitoring crane operations in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unplanned events that may arise when directing and monitoring crane operations</li> <li>• Apply precautions and required action to minimize, control or eliminate hazards that may exist during the directing and monitoring of crane operations</li> <li>• Monitor work activities in terms of planned schedule</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• Apply fatigue management knowledge and techniques</li> <li>• Work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• Identify, select and use relevant equipment, processes and procedures when directing and monitoring crane operations</li> <li>• Operate and adapt to differences in equipment in accordance with standard operating procedures</li> <li>• Select and use required personal protective equipment conforming to industry and OHS standards</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Supervise Mobile Crane Operations
Unit Code	<a href="#">EIS COS4 15 0913</a>
Unit Descriptor	<p>This unit involves the skills and knowledge required to supervise mobile crane operations, including implementing the operational plan for a mobile crane lift, directing operations, supporting crane personnel in their work, and negotiating and resolving site problems on request. Work must be carried out in compliance with the license/permit requirements and regulations of the relevant - authorities pertaining to mobile crane operations.</p> <p>Work is performed under general supervision. It involves the application of some judgment and routine principles and procedures to the supervision of mobile crane operations.</p>

Elements	Performance Criteria
1 Implement operational plan	<p>1.1 Checks are made that customer has fulfilled agreed obligations and required personnel and equipment are on site.</p> <p>1.2 Plan is implemented in accordance with legislative and workplace <b>requirements</b>.</p> <p>1.3 Check is made that hazards have been identified and hazard control strategies implemented.</p>
2 Direct operations	<p>2.1 Customer is kept advised of any changes to <b>operation</b> method and any concerns are addressed promptly.</p> <p>2.2 <b>Crane</b> personnel are encouraged to provide input to the operation.</p> <p>2.3 In the event of unanticipated situations, alternative options are developed and discussed with site and crane personnel.</p> <p>2.4 Emergency situations are responded to in line with <b>workplace procedures</b> in a manner that minimizes risk to personnel and equipment.</p> <p>2.5 Responsibilities of crane personnel are clarified throughout operation.</p> <p>2.6 Crane personnel are coordinated and directed to ensure safe and efficient operation.</p>
3 Support crane personnel	<p>3.1 Assistance with rigging/operating duties is provided as necessary within legislative and site requirements.</p> <p>3.2 Additional <b>equipment</b> and personnel are arranged as necessary in line with legislative requirements.</p> <p>3.3 Facilities and amenities are arranged as necessary.</p>

<p>4 Resolve site problems on request</p>	<p>4.1 Problem is clarified as far as possible prior to site visit to enable prioritizing of work.</p> <p>4.2 Problem is assessed through on-site consultation with crane personnel.</p> <p>4.3 Customer's perspective on the problem is sought where relevant.</p> <p>4.4 Decision is made regarding appropriate alternative solutions to the problem, taking into account safety and workplace requirements and customer expectations.</p> <p>4.5 Action to be taken is agreed with crane personnel and customer.</p> <p>4.6 Agreed commitments are met in a timely manner and undertakings of others are followed up to ensure personnel and customer satisfaction with the outcome.</p> <p>4.7 Required workplace <b>records</b> are updated accurately, legibly and promptly.</p>
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Variable	Range
Requirements	<p>may include:</p> <ul style="list-style-type: none"> <li>• site restrictions and procedures</li> <li>• authorities and permits</li> <li>• hours of operation</li> <li>• induction</li> <li>• slings, chains, nets, brackets and other specialised lifting equipment</li> <li>• noise restrictions</li> <li>• personal protective equipment</li> <li>• support trucks</li> <li>• additional gear and equipment</li> <li>• communications equipment</li> </ul>
Operations	<p>may be conducted:</p> <ul style="list-style-type: none"> <li>• day or night</li> <li>• in a variety of weather conditions</li> <li>• set-up</li> <li>• access requirements</li> <li>• lift requirements of customer</li> </ul>
Crane	<p>may be involved in work in a range of industry sectors including:</p> <ul style="list-style-type: none"> <li>• construction and demolition</li> <li>• manufacturing</li> <li>• waterfront</li> <li>• mining</li> <li>• primary industry</li> <li>• utilities (electricity, gas, water)</li> <li>• Ethiopian nations cultural</li> </ul>

	<ul style="list-style-type: none"> <li>• swimming pool</li> <li>• quarrying</li> </ul>
Workplace procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• organisational procedures</li> <li>• established procedures</li> <li>• site procedures</li> </ul>
Equipment	<p>may include:</p> <ul style="list-style-type: none"> <li>• gloves</li> <li>• safety headwear and footwear</li> <li>• sunscreen, sunglasses and safety glasses</li> <li>• two-way radios</li> <li>• high visibility clothing</li> </ul>
Records	<p>may include:</p> <ul style="list-style-type: none"> <li>• site plans</li> <li>• Safe Working Load (SWL) and Working Load Limit (WLL)</li> <li>• operations manuals including load charts and crane and rigging manuals</li> <li>• induction documentation</li> <li>• competency standards and training materials</li> <li>• job specifications and procedures</li> <li>• manufacturers specifications</li> <li>• workplace operating procedures and policies</li> <li>• supplier and/or client instructions</li> <li>• material safety data sheets</li> <li>• communications technology equipment, oral, aural or signed communications</li> <li>• personal and work area work procedures and practices</li> <li>• conditions of service, legislation and industrial agreements including: <ul style="list-style-type: none"> <li>➤ workplace agreements and awards</li> <li>➤ occupational health and safety procedures</li> <li>➤ standards and certification requirements</li> <li>➤ quality assurance procedures</li> <li>➤ emergency procedures</li> </ul> </li> </ul>
Environment	<p>may include movement of:</p> <ul style="list-style-type: none"> <li>• equipment</li> <li>• goods</li> <li>• materials</li> <li>• vehicular traffic</li> </ul>
Hazards	<p>may include:</p> <ul style="list-style-type: none"> <li>• power lines</li> <li>• noise, light, energy sources</li> <li>• overhead service lines</li> <li>• surrounding buildings, structures, facilities</li> </ul>

	<ul style="list-style-type: none"> <li>• underground services</li> <li>• obstructions</li> <li>• uneven or unstable ground and recently filled trenches</li> <li>• stationary and moving machinery and equipment</li> <li>• hazardous or dangerous materials</li> <li>• traffic hazards and congestion</li> </ul>
Hazard management	<p>is:</p> <ul style="list-style-type: none"> <li>• consistent with the principle of hierarchy of control with elimination, substitution, isolation and engineering control measures being selected before safe working practices and personal protective equipment</li> </ul>
Consultative processes	<p>may involve:</p> <ul style="list-style-type: none"> <li>• other employees and supervisors</li> <li>• management</li> <li>• union representatives</li> <li>• clients</li> <li>• industrial relations and OHS specialists</li> <li>• other professional or technical staff</li> </ul>
Applicable procedures and codes	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant -regulations and licence/permit requirements pertaining to mobile cranes</li> <li>• relevant -road rules</li> <li>• relevant -OHS legislation</li> <li>• relevant -fatigue management regulations</li> <li>• relevant -environmental protection legislation</li> <li>• equal opportunity, equal employment opportunity and affirmative action legislation</li> <li>• Workplace Relations Act(s)</li> </ul>

### Evidence Guide

Critical aspects of Competence	<p>must demonstrate knowledge and skills competence to:</p> <ul style="list-style-type: none"> <li>• identify and apply mobile crane applications, capacities, configurations, safety hazards and control mechanisms</li> <li>• explain and apply operational procedures for crane crews</li> <li>• prioritise and multi-tasking work</li> <li>• identify problems that may arise when supervising mobile crane operations</li> <li>• interpret and follow operational instructions and prioritise work</li> <li>• discuss and negotiate with clients and crew on issues related to the access to the site, setting up of the crane and the lift</li> <li>• complete documentation related to the supervision of mobile crane operations</li> <li>• operate electronic communication equipment to required protocol</li> <li>• provide leadership and work collaboratively with others when supervising mobile crane operations</li> </ul>
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	<ul style="list-style-type: none"> <li>• plan and guide the work of others, including predicting consequences and identifying improvements</li> <li>• implement contingency plans for unexpected situations that may occur when supervising mobile crane operations</li> <li>• apply precautions and required action to minimise, control or eliminate hazards that may exist during the supervision of</li> </ul>		
Underpinning Knowledge and Attitudes	<p>demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• relevant road rules, regulations, permit and licence requirements pertaining to mobile crane operation</li> <li>• relevant OHS and environmental procedures and regulations</li> <li>• mobile crane applications, capacities, configurations, safety hazards and control mechanisms</li> <li>• operational procedures for crane crews</li> <li>• prioritising and multi-tasking work</li> <li>• workplace procedures concerning the supervision of mobile crane operations at a work site</li> <li>• problems that may arise when supervising mobile crane operations and actions that should be taken to prevent or solve them</li> <li>• focus of operation of work systems and equipment</li> </ul>		
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> <li>• communicate effectively with others when supervising mobile crane operations</li> <li>• read and interpret instructions, procedures, information and signs relevant to the supervision of mobile crane operations</li> <li>• interpret and follow operational instructions and prioritise work</li> <li>• discuss and negotiate with clients and crew on issues related to the access to the site, setting up of the crane and the lift</li> <li>• complete documentation related to the supervision of mobile crane operations</li> <li>• operate electronic communication equipment to required protocol</li> <li>• provide leadership and work collaboratively with others when supervising mobile crane operations</li> <li>• adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• promptly report and/or rectify any identified problems, faults or malfunctions that may arise when supervising mobile crane operations in accordance with regulatory requirements and workplace procedures</li> <li>• plan and guide the work of others, including predicting consequences and identifying improvements</li> <li>• implement contingency plans for unexpected situations that may occur when supervising mobile crane operations</li> <li>• apply precautions and required action to minimise, control or eliminate hazards that may exist during the supervision of mobile crane operations</li> </ul>		
Page 81 of 115	Ministry of Education Copyright	Terminal Cargo Operation Supervision Ethiopian Occupational Standard	Version: 2 Sept. 2013

	<ul style="list-style-type: none"> <li>• monitor work activities in terms of planned schedule</li> <li>• modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• ensure the application of fatigue management knowledge and techniques</li> <li>• work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• identify and direct the use of equipment, processes and procedures</li> <li>• operate and adapt to differences in equipment and operating environment in accordance with standard operating procedures</li> <li>• ensure the use of required personal protective equipment conforming to industry and OHS standards</li> <li>• ensure the servicing of mobile crane equipment in terms of maintenance schedule and standard operating procedures</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Assess and Confirm Customer Transport Requirements
Unit Code	<a href="#">EIS COS4 16 0913</a>
Unit Descriptor	<p>This unit involves the skills and knowledge required to assess and confirm customer freight transport requirements, including assessing the goods/stock to be transported, determining the transit needs and any special requirements, confirming requirements with the customer and completing all required documentation.</p> <p>Work involves discretion and judgment for self and others in assessing and confirming customer freight transport requirements. It is performed under minimum supervision with general guidance on progress and outcomes of work.</p> <p>A range of opportunities may be used to develop the Work involves responsibility for the assessing and confirming customer freight transport requirements and the provision of leadership of others either individually or in teams.</p>

Elements	Performance Criteria
1 Assess goods/stock to be transported	<p>1.1 Workplace <b>information</b> sources are accessed and procedures strictly adhered to.</p> <p>1.2 Customer service parameters are followed in accordance with <b>workplace plans/procedures</b>.</p> <p>1.3 In <b>consultation</b> with customer <b>key characteristics of the goods/stock</b> to be transported are determined.</p> <p>1.4 Regulatory and/or specific requirements for load shipment are identified.</p> <p>1.5 Specific freight handling characteristics/<b>requirements</b> are identified.</p> <p>1.6 Task requirements are matched to workplace capability and operational focus.</p>
2 Determine transit requirements	<p>2.1 Applicable transportation modes are matched for customers geographic location, load packaging characteristics, quantity of goods /<b>consignments</b> to be transported and any special requirements.</p> <p>2.2 Required pick-up and destination point(s) are identified and assessed for safe access and operation.</p> <p>2.3 Specified transit times and routes are identified and agreed with customer.</p>

	<p>2.4 Transportation mode(s) are determined with customer with regard to load characteristics, transit requirements and cost-effectiveness.</p> <p>2.5 Risk assessment of transport service is undertaken in accordance with workplace policy and procedures.</p>
3 Complete documentation	<p>3.1 Decisions for proceeding with task are undertaken or referred in accordance with workplace procedures and within scope of authority.</p> <p>3.2 Parameters of service requirements for the workplace and customer are documented.</p> <p>3.3 Quotations for services/specifications are itemized and documented.</p> <p>3.4 Legislative, insurance or specific conditions for load transport are recorded.</p>

Variable	Range
Information	<p>may include:</p> <ul style="list-style-type: none"> <li>• workplace procedures and policies</li> <li>• customer service standards and procedures</li> <li>• supplier and/or client instructions</li> <li>• workplace products and services information</li> <li>• quality assurance standards and procedures</li> <li>• regulations and policies relating to minimising risks to the environment and ensuring compliance with OHS requirements</li> <li>• manufacturers/suppliers specifications, advice, recommended procedures, policies and instructions</li> <li>• Dangerous Goods Codes and related regulations and documentation including material safety data sheets</li> <li>• relevant agreements, codes of practice including the national standards for services and operations</li> <li>• reports of accidents and incidents</li> <li>• workplace guidelines on appropriate workplace language and communication strategies and interpretation of relevant information</li> <li>• legislation, regulations and related documentation relevant to workplace operations</li> </ul>
Workplace plans/procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• company plans/procedures</li> <li>• enterprise plans/procedures</li> <li>• organisational plans/procedures</li> <li>• established plans/procedures</li> </ul>
Consultation	<p>may involve:</p> <ul style="list-style-type: none"> <li>• existing and potential customers/clients</li> <li>• other employees and supervisors</li> </ul>

	<ul style="list-style-type: none"><li>• suppliers</li><li>• manufacturers</li><li>• relevant authorities</li><li>• management</li><li>• union representatives</li><li>• OHS specialists</li><li>• other maintenance, professional or technical staff</li></ul>		
Key characteristics of the goods/stock to be transported	may include the: <ul style="list-style-type: none"><li>• type of goods to be transported</li><li>• load characteristics including perishability, spoilage, fragility, compatibility</li><li>• packing and stowing requirements for load</li><li>• aggregate size and capacity of load to be transported</li></ul>		
Special freight transport requirements	may involve: <ul style="list-style-type: none"><li>• single and multi-site locations</li><li>• temperature controlled stock</li><li>• live stock</li><li>• dangerous goods</li><li>• hazardous substances</li><li>• specific security arrangements</li><li>• oversized/over massed loads</li></ul>		
Consignments	may be: <ul style="list-style-type: none"><li>• single and multi-site locations</li><li>• palletised</li><li>• containerised</li><li>• packaged or loose</li><li>• in gas, liquid or solid form</li></ul>		
Decision	<ul style="list-style-type: none"><li>• undertaken within scope of authority</li></ul> Decisions should reflect: <ul style="list-style-type: none"><li>• the scope of the organisation to undertake the task</li><li>• and/or to outsource some or all of the task</li></ul>		
The workplace environment	may involve twenty-four hour operation and may include: <ul style="list-style-type: none"><li>• single and multi-site locations</li><li>• large, medium and small companies</li></ul>		
Communications systems	may involve: <ul style="list-style-type: none"><li>• face-to-face conversation</li><li>• telephone</li><li>• fax</li><li>• email</li><li>• electronic data transfer of information (EDI)</li><li>• mail</li></ul>		
Applicable regulations and legislation	may include: <ul style="list-style-type: none"><li>• relevant regulations, standards and codes of practice</li><li>• trading regulations relevant to business operations</li><li>• relevant Ethiopian and -OHS legislation</li><li>• environmental protection regulations</li></ul>		
Page 85 of 115	Ministry of Education Copyright	Terminal Cargo Operation Supervision Ethiopian Occupational Standard	Version: 2 Sept. 2013

	<ul style="list-style-type: none"> <li>• hazardous substances and dangerous goods codes</li> <li>• relevant Ethiopian standards and certification requirements</li> <li>• licence, patent or copyright arrangements</li> </ul>
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### Evidence Guide

Critical aspects of Competence	<p>Must demonstrate knowledge and skills competence to:</p> <ul style="list-style-type: none"> <li>• identify and apply relevant and regulatory and code requirements including mass and load regulations</li> <li>• identify and apply relevant OHS and environmental protection policies and procedures</li> <li>• explain and demonstrate workplace protocols and procedures for the assessing and confirming customer transport requirements</li> <li>• read and interpret instructions, procedures, information and signs relevant to the assessment and confirmation of customer transport requirements</li> <li>• interpret and follow operational instructions and prioritise work</li> <li>• complete documentation related to the assessment and confirmation of customer transport requirements</li> <li>• select and appropriately apply technology, information systems and procedures to complete workplace tasks</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• relevant and regulatory and code requirements including mass and load regulations</li> <li>• relevant OHS and environmental protection policies and procedures</li> <li>• workplace protocols and procedures for the assessing and confirming customer transport requirements</li> <li>• strategies to implement continuous improvement processes</li> <li>• focus of operation of customer service and quotation/specification systems and resources</li> <li>• typical problems that can occur when assessing and confirming customer transport requirements and related appropriate action that can be taken</li> </ul>
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> <li>• communicate effectively with others when assessing and confirming customer transport requirements</li> <li>• negotiate with others when assessing and confirming customer transport requirements</li> <li>• read and interpret instructions, procedures, information and signs relevant to the assessment and confirmation of customer transport requirements</li> <li>• interpret and follow operational instructions and prioritise work</li> <li>• complete documentation related to the assessment and confirmation of customer transport requirements</li> <li>• select and appropriately apply technology, information systems and procedures to complete workplace tasks</li> </ul>

	<ul style="list-style-type: none"> <li>• work collaboratively with others when assessing and confirming customer transport requirements</li> <li>• adapt appropriately to cultural differences in the workplace, including modes of behaviour and interactions with others</li> <li>• promptly report and/or rectify any identified problems that may arise when assessing and confirming customer transport requirements in accordance with regulatory requirements and workplace procedures</li> <li>• plan work activities, including predicting consequences and identifying improvements</li> <li>• monitor work activities in terms of planned schedule</li> <li>• modify activities depending on differing operational contingencies, risk situations and environments</li> <li>• work systematically with required attention to detail without injury to self or others, or damage to goods or equipment</li> <li>• operate and adapt to differences in equipment in accordance with standard operating procedures</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Control and Coordinate Incident Responses
Unit Code	<a href="#">EIS COS4 17 0913</a>
Unit Descriptor	<p>Work must be carried out in compliance with the relevant regulations and workplace procedures concerning action to be taken in the event of an emergency, fire or accident.</p> <p>Work is performed under minimal supervision generally in a team environment. It involves applying basic emergency response principles when implementing incident response procedures.</p>

Elements	Performance Criteria
1. Respond to the incident	<p>1.1 Details of incidents are received, analyzed, confirmed and prioritized.</p> <p>1.2 Workplace <b>information</b> sources are accessed and <b>procedures</b> strictly adhered to.</p> <p>1.3 Immediate coordination requirements are identified and performed in accordance with organizational and <b>applicable regulatory procedures</b>.</p>
2. Coordinate incident response activities	<p>2.1 Control and coordination of incident response activities are assumed and relevant personnel and other authorities are informed of this <b>action</b>.</p> <p>2.2 Assistance to be provided to clients and operators is arranged within the limitations of duty of care and organizational requirements.</p> <p>2.3 Assistance is provided to relevant authorities in accordance with workplace policy and legislative requirements.</p> <p>2.4 Information is collected and passed to relevant personnel/stakeholders in accordance with workplace procedures.</p>
3. Complete follow-up actions	<p>3.1 Details of incident are collected, recorded and managed in accordance with organizational procedures.</p> <p>3.2 Where required, a contribution is made to the debrief process and recommendations are prepared and submitted.</p>

Variable	Range
Information and documents	<p>may include:</p> <ul style="list-style-type: none"> <li>acts and regulations, including the Rail Safety Act</li> <li>incident response procedures</li> <li>manifests, goods and container identification numbers and codes</li> </ul>

	<ul style="list-style-type: none"> <li>• codes of practice, including the EDG Code</li> <li>• IMDG Code markings</li> <li>• HAZCHEM codes and where applicable emergency information panels</li> <li>• relevant legislation, regulations and related documentation related to incident response situations</li> <li>• quality assurance procedures</li> </ul>
Procedures	<p>may be known as:</p> <ul style="list-style-type: none"> <li>• company procedures</li> <li>• enterprise procedures</li> <li>• workplace procedures</li> <li>• established procedures</li> </ul>
Applicable regulatory procedures	<p>may include:</p> <ul style="list-style-type: none"> <li>• relevant state or territory legislation relating to: <ul style="list-style-type: none"> <li>➢ environmental protection legislation</li> <li>➢ OHS</li> <li>➢ rail safety</li> </ul> </li> <li>• emergency procedures regulations</li> <li>• dangerous goods and hazardous materials regulations</li> <li>• relevant Ethiopian standards, codes of practice and guidance notes</li> </ul>
Action	<p>may include:</p> <ul style="list-style-type: none"> <li>• identifying and following established incident procedures</li> <li>• assessing the nature and extent of the incident</li> <li>• ensuring medical assistance is provided where required</li> <li>• isolating and coordinating safety of the scene</li> <li>• alerting relevant organisational personnel and emergency services</li> <li>• recording relevant information and reporting on incident situation in accordance with regulatory and organisational requirements</li> </ul>
Consultative processes	<p>may include:</p> <ul style="list-style-type: none"> <li>• personnel and management</li> <li>• designated emergency officers</li> <li>• emergency services personnel, including ambulance, police, fire services and SES</li> <li>• OHS specialists</li> <li>• other professional or technical staff</li> <li>• contractors</li> </ul>
Communication systems	<p>may include:</p> <ul style="list-style-type: none"> <li>• telephone, including mobile telephone</li> <li>• Electronic Data Interchange (EDI)</li> <li>• SMS</li> <li>• radio</li> </ul>

Evidence Guide			
Critical aspects of Competence	<p>Must demonstrate knowledge and skills competence to:</p> <ul style="list-style-type: none"> <li>• Implement contingency plans for unplanned events that may occur when implementing and coordinating incident responses</li> <li>• Apply precautions and required action to minimise, control or</li> <li>• Interpret and follow operational instructions and prioritise work</li> <li>• Complete documentation relating to the implementation and coordination of incident responses</li> <li>• Operate electronic communication equipment in line with required protocol</li> <li>• Identify, explain and apply relevant OHS and other regulatory codes, procedures and guidelines concerning response to incidents</li> <li>• Risks and hazards and related precautions to control the risk</li> <li>• Identify organisational procedures and policies for responding to incidents</li> <li>• Identify types of incidents that can occur and appropriate action to be taken in each case</li> <li>• Layout of network or area under control, and potential obstacles for responding parties</li> <li>• Explain means to control and organise the incident and provide practical assistance where required</li> </ul>		
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• Relevant OHS and other regulatory codes, procedures and guidelines concerning response to incidents</li> <li>• Risks and hazards and related precautions to control the risk</li> <li>• Organisational procedures and policies for responding to incidents</li> <li>• Types of incidents that can occur and appropriate action to be taken in each case</li> <li>• Layout of network or area under control, and potential obstacles for responding parties</li> <li>• Means to control and organise the incident and provide practical assistance where required</li> <li>• Procedures for contacting emergency personnel and other relevant stakeholders</li> </ul>		
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> <li>• Communicate clearly and effectively with others when implementing and coordinating incident responses</li> <li>• Read and interpret instructions, procedures and information relating to implementing and coordinating incident responses</li> <li>• Identify where the following are involved in the incident: <ul style="list-style-type: none"> <li>➤ containers and goods coding</li> </ul> </li> </ul>		
Page 90 of 115	Ministry of Education Copyright	Terminal Cargo Operation Supervision Ethiopian Occupational Standard	Version: 2 Sept. 2013

	<ul style="list-style-type: none"> <li>➤ Relevant Ethiopian Dangerous Goods (EDG) Code and International Maritime Dangerous Goods (IMDG) Code markings</li> <li>➤ where applicable, emergency information panels</li> <li>• Interpret and follow operational instructions and prioritise work</li> <li>• Complete documentation relating to the implementation and coordination of incident responses</li> <li>• Operate electronic communication equipment in line with required protocol</li> <li>• Collaborate with others when implementing and coordinating incident responses</li> <li>• Report and rectify within limits of own role problems, faults and malfunctions that may arise when implementing and coordinating incident responses in accordance with regulatory requirements and workplace procedures</li> <li>• Implement contingency plans for unplanned events that may occur when implementing and coordinating incident responses</li> <li>• Apply precautions and required action to minimise, control or eliminate potential hazards during work activities</li> <li>• Modify activities depending on differing operational contingencies, risk situations and environments</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be accessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Plan and Organize Work
Unit Code	<a href="#">EIS COS4 18 0913</a>
Unit Descriptor	This unit covers the knowledge, skills and attitude required in planning and organizing work activities in a production application. It may be applied to a small independent operation or to a section of a large organization.

Elements	Performance Criteria
1. Set objectives	<p>1.1 <b>Objectives</b> are planned consistent with and linked to work activities in accordance with organizational aims.</p> <p>1.2 Objectives are stated as measurable targets with clear time frames.</p> <p>1.3 Support and commitment of team members are reflected in the objectives.</p> <p>1.4 Realistic and attainable objectives are identified.</p>
2. Plan and schedule work activities	<p>2.1 Tasks/work activities to be completed are identified and prioritized as directed.</p> <p>2.2 Tasks/work activities are broken down into steps in accordance with set time frames and achievable components.</p> <p>2.3 Task/work activities are assigned to appropriate team or individuals in accordance with agreed functions.</p> <p>2.4 <b>Resources</b> are allocated as per requirements of the activity.</p> <p>2.5 <b>Schedule of work activities</b> is coordinated with personnel concerned.</p>
3. Implement work plans	<p>3.1 <b>Work methods and practices</b> are identified in consultation with personnel concerned.</p> <p>3.2 <b>Work plans</b> are implemented in accordance with set time frames, resources and <b>standards</b>.</p>
4. Monitor work activities	<p>4.1 Work activities are monitored and compared with set objectives.</p> <p>4.2 Work performance is monitored.</p> <p>4.3 Deviations from work activities are reported and recommendations are coordinated with appropriate personnel and in accordance with set standards.</p> <p>4.4 Reporting requirements are complied with in accordance with recommended format.</p> <p>4.5 Timeliness of report is observed.</p> <p>4.6 Files are established and maintained in accordance with standard operating procedures.</p>

5. Review and evaluate work plans and activities	<p>5.1 Work plans, strategies and implementation are reviewed based on accurate, relevant and current information.</p> <p>5.2 Review is done based on comprehensive consultation with appropriate personnel on outcomes of work plans and reliable feedback.</p> <p>5.3 Results of review are provided to concerned parties and formed as the basis for adjustments/simplifications to be made to policies, processes and activities.</p> <p>5.4 Performance appraisal is conducted in accordance with organization rules and regulations.</p> <p>5.5 Performance appraisal report is prepared and documented regularly as per organization requirements.</p> <p>5.6 Recommendations are prepared and presented to <b>appropriate personnel/authorities</b>.</p> <p>5.7 <b>Feedback mechanisms</b> are implemented in line with organization policies.</p>
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Variable	Range
Objectives	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• Specific</li> <li>• General</li> </ul>
Resources	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• Personnel</li> <li>• Equipment and technology</li> <li>• Services</li> <li>• Supplies and materials</li> <li>• Sources for accessing specialist advice</li> <li>• Budget</li> </ul>
Schedule of work activities	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• Daily</li> <li>• Work-based</li> <li>• Contractual Regular</li> </ul>
Work methods and practices	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• Legislated regulations and codes of practice</li> <li>• Industry regulations and codes of practice</li> <li>• Occupational health and safety practices</li> </ul>
Work plans	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• Daily work plans</li> <li>• Project plans</li> <li>• Program plans</li> <li>• Resource plans</li> <li>• Skills development plans</li> <li>• Management strategies and objectives</li> </ul>

Standards	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• Performance targets</li> <li>• Performance management and evaluation systems</li> <li>• Occupational standards</li> <li>• Employment contracts</li> <li>• Client contracts</li> <li>• Discipline procedures</li> <li>• Workplace assessment guidelines</li> <li>• Internal quality assurance</li> <li>• Internal and external accountability and auditing requirements</li> <li>• Training Regulation Standards</li> <li>• Safety Standards</li> </ul>
Appropriate personnel/ authorities	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• Appropriate personnel include:</li> <li>• Management</li> <li>• Line Staff</li> </ul>
Feedback mechanisms	<p>May include but not limited to:</p> <ul style="list-style-type: none"> <li>• Verbal feedback</li> <li>• Informal feedback</li> <li>• Formal feedback</li> <li>• Questionnaire</li> <li>• Survey</li> <li>• Group discussion</li> </ul>

### Evidence Guide

Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> <li>• set objectives</li> <li>• plan and schedule work activities</li> <li>• implement work plans</li> <li>• monitor work activities</li> <li>• review and evaluate work plans and activities</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• organization's strategic plan, policies rules and regulations, laws and objectives for work unit activities and priorities</li> <li>• organizations policies, strategic plans, guidelines related to the role of the work unit</li> <li>• team work and consultation strategies</li> </ul>
Underpinning Skills	<p>Demonstrates skill to:</p> <ul style="list-style-type: none"> <li>• plan</li> <li>• lead</li> <li>• organize</li> <li>• coordinate</li> <li>• communicate</li> <li>• inter-and intra-person/motivation skills</li> <li>• present</li> </ul>

Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Migrate to New Technology
Unit Code	<a href="#">EIS COS4 19 0913</a>
Unit Descriptor	This unit defines the competence required to apply skills and knowledge in using new or upgraded technology. The rationale behind this unit emphasizes the importance of constantly reviewing work processes, skills and techniques in order to ensure that the quality of the entire business process is maintained at the highest level possible through the appropriate application of new technology. To this end, the person is typically engaged in on-going review and research in order to discover and apply new technology or techniques to improve aspects of the organization's activities.

Elements	Performance Criteria
1. Apply existing knowledge and techniques to technology and transfer	<p>1.1 Situations are identified where existing knowledge can be used as the basis for developing new skills.</p> <p>1.2 New or upgraded technology skills are acquired and used to enhance learning.</p> <p>1.3 New or upgraded equipment are identified, classified and used where appropriate, for the benefit of the organization.</p>
2. Apply functions of technology to assist in solving organizational problems	<p>2.1 Testing of new or upgraded equipment is conducted according to the specification manual.</p> <p>2.2 Features of new or upgraded equipment are applied within the organization</p> <p>2.3 Features and functions of new or upgraded equipment are used for solving organizational problems</p> <p>2.4 Sources of information relating to new or upgraded equipment are accessed and used</p>
3. Evaluate new or upgraded technology performance	<p>3.1 New or upgraded equipment is evaluated for performance, usability and against OHS standards.</p> <p>3.2 <b>Environmental considerations</b> are determined from new or upgraded equipment.</p> <p>3.3 <b>Feedback</b> is sought from users where appropriate.</p>

Variable	Range
Environmental Considerations	May include but is not limited to: <ul style="list-style-type: none"> <li>recycling, safe disposal of packaging (e.g. cardboard, polystyrene, paper, plastic) and correct disposal of waste materials by an authorized body</li> </ul>
Feedback	May include but is not limited to: <ul style="list-style-type: none"> <li>surveys,</li> </ul>
Page 96 of 115	Ministry of Education Copyright
	Terminal Cargo Operation Supervision Ethiopian Occupational Standard
	Version: 2 Sept. 2013

	<ul style="list-style-type: none"> <li>• questionnaires,</li> <li>• interviews and meetings.</li> </ul>
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<b>Evidence Guide</b>	
Critical Aspects of Competence	Competence must confirm the ability to transfer the application of existing skills and knowledge to new technology
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• Broad awareness of current technology trends and directions in the industry (e.g. systems/procedures, services, new developments, new protocols)</li> <li>• Knowledge of vendor product directions</li> <li>• Ability to locate appropriate sources of information regarding metal manufacturing and new technologies</li> <li>• Current industry products/services, procedures and techniques with knowledge of general features</li> <li>• Information gathering techniques</li> </ul>
Underpinning Skills	<p>Demonstrate skills of:</p> <ul style="list-style-type: none"> <li>• Research skills for identifying broad features of new technologies</li> <li>• Ability to assist in the decision making process</li> <li>• Literacy skills in regard to interpretation of technical manuals</li> <li>• Ability to solve known problems in a variety of situations and locations</li> <li>• Evaluate and apply new technology to assist in solving organizational problems</li> <li>• General analytical skills in relation to known problems</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Establish Quality Standards
Unit Code	<a href="#">EIS COS4 20 0913</a>
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to establish quality specifications for work outcomes and work performance. It includes monitoring and participation in maintaining and improving quality, identifying critical control points in the production of quality output and assisting in planning and implementing of quality assurance procedures.

Elements	Performance Criteria
1. Establish quality specifications for product	<p>1.1 Market specifications are <b>sourced</b> and <b>legislated requirements</b> identified.</p> <p>1.2 Quality specifications are developed and agreed upon.</p> <p>1.3 Quality specifications are documented and introduced to organization staff / personnel in accordance with the organization policy.</p> <p>1.4 Quality specifications are updated when necessary.</p>
2. Identify hazards and critical control points	<p>2.1. Critical control points impacting on quality are identified.</p> <p>2.2. Degree of risk for each hazard is determined.</p> <p>2.3. Necessary documentation is accomplished in accordance with organization quality procedures.</p>
3. Assist in planning of quality assurance procedures	<p>3.1 Procedures for each identified control point are developed to ensure optimum quality.</p> <p>3.2 Hazards and risks are minimized through application of appropriate controls.</p> <p>3.3 Processes are developed to monitor the effectiveness of quality assurance procedures.</p>
4. Implement quality assurance procedures	<p>4.1 Responsibilities for carrying out procedures are allocated to staff and contractors.</p> <p>4.2 Instructions are prepared in accordance with the enterprise's quality assurance program.</p> <p>4.3 Staff and contractors are given induction training on the quality assurance policy.</p> <p>4.4 Staff and contractors are given in-service training relevant to their allocated <b>safety procedures</b>.</p>
5. Monitor quality of work outcome	<p>5.1 Quality requirements are identified.</p>

	<p>5.2 Inputs are inspected to confirm capability to meet quality requirements.</p> <p>5.3 Work is conducted to produce required outcomes.</p> <p>5.4 Work processes are monitored to confirm quality of output and/or service.</p> <p>5.5 Processes are adjusted to maintain outputs within specification.</p>
6. Participate in maintaining and improving quality at work	<p>6.1 Work area, materials, processes and product are routinely monitored to ensure compliance with quality requirements.</p> <p>6.2 Non-conformance in inputs, process, product and/or service is identified and reported according to workplace reporting requirements.</p> <p>6.3 Corrective action is taken within level of responsibility, to maintain quality standards.</p> <p>6.4 Quality issues are raised with designated personnel.</p>
7. Report problems that affect quality	<p>7.1 Potential or existing quality problems are recognized.</p> <p>7.2 Instances of variation in quality are identified from specifications or work instructions.</p> <p>7.3 Variation and potential problems are reported to supervisor/manager according to enterprise guidelines.</p>

Variable	Range
Sourced	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> <li>• End-users</li> <li>• Customers or stakeholders</li> </ul>
Legislated requirements	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> <li>• Verification of product quality as part of consumer legislation or specific legislation related to product content or composition.</li> </ul>
Safety procedures.	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> <li>• Use of tools and equipment for fabrication/production/manufacturing works</li> <li>• Workplace environment and handling of material safety,</li> <li>• Following occupational health and safety procedures designated for the task</li> <li>• Respect the policies, regulations, legislations, rule and procedures for manufacturing/production/fabrication works</li> </ul>

Evidence Guide			
Critical Aspect of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> <li>• Monitor quality of work</li> <li>• Establish quality specifications for product</li> <li>• Participate in maintaining and improving quality at work</li> </ul>		
Page 99 of 115	Ministry of Education Copyright	Terminal Cargo Operation Supervision Ethiopian Occupational Standard	Version: 2 Sept. 2013

	<ul style="list-style-type: none"> <li>• Identify hazards and critical control points in the production of quality product</li> <li>• Assist in planning of quality assurance procedures</li> <li>• Report problems that affect quality</li> <li>• Implement quality assurance procedures</li> </ul>
Underpinning Knowledge	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• work and product quality specifications</li> <li>• quality policies and procedures</li> <li>• improving quality at work</li> <li>• hazards and critical points of operation</li> <li>• obtaining and using information</li> <li>• applying federal and regional legislation within day-today work activities</li> <li>• accessing and using management systems to keep and maintain accurate records</li> <li>• requirements for correct preparation and operation</li> <li>• technical writing</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• monitor quality of work</li> <li>• establish quality specifications for product</li> <li>• participate in maintaining and improving quality at work</li> <li>• identify hazards and critical control points in the production of quality product</li> <li>• assist in planning of quality assurance procedures</li> <li>• report problems that affect quality</li> <li>• implement quality assurance procedures</li> </ul>
Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Develop Individuals and Team
Unit Code	<a href="#">EIS COS4 21 0913</a>
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to determine individual and team development needs and facilitate the development of the workgroup.

Elements	Performance Criteria
1. Provide team leadership	<p>1.1 <b>Learning and development needs</b> are systematically identified and implemented in line with <b>organizational requirements</b>.</p> <p>1.2 Learning plan to meet individual and group training and developmental needs is collaboratively developed and implemented.</p> <p>1.3 Individuals are encouraged to self-evaluate performance and identify areas for improvement.</p> <p>1.4 <b>Feedback on performance</b> of team members is collected from relevant sources and compared with established team learning process.</p>
2. Foster individual and organizational growth	<p>2.1 Learning and development program goals and objectives are identified to match the specific knowledge and skills requirements of Competence standards.</p> <p>2.2 <b>Learning delivery methods</b> are made appropriate to the learning goals, the learning style of participants and availability of equipment and resources.</p> <p>2.3 Workplace learning opportunities and coaching/ mentoring assistance are provided to facilitate individual and team achievement of competencies.</p> <p>2.4 Resources and timelines required for learning activities are identified and approved in accordance with organizational requirements.</p>
3. Monitor and evaluate workplace learning	<p>3.1 Feedback from individuals or teams is used to identify and implement improvements in future learning arrangements.</p> <p>3.2 Outcomes and performance of individuals/teams are assessed and recorded to determine the effectiveness of development programs and the extent of additional support.</p> <p>3.3 Modifications to learning plans are negotiated to improve the efficiency and effectiveness of learning.</p> <p>3.4 Records and reports of competence are maintained within organizational requirement.</p>

4. Develop team commitment and cooperation	<p>4.1 Open communication processes to obtain and share information is used by team.</p> <p>4.2 Decisions are reached by the team in accordance with its agreed roles and responsibilities.</p> <p>4.3 Mutual concern and camaraderie are developed in the team.</p>
5. Facilitate accomplishment of organizational goals	<p>5.1 Team members are actively participated in team activities and communication processes.</p> <p>5.2 Individual and joint responsibility is developed by teams members for their actions.</p> <p>5.3 Collaborative efforts are sustained to attain organizational goals.</p>

Variable	Range
Learning and development needs	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> <li>• Coaching, monitoring and/or supervision</li> <li>• Formal/informal learning program</li> <li>• Internal/external training provision</li> <li>• Work experience/exchange/opportunities</li> <li>• Personal study</li> <li>• Career planning/development</li> <li>• Performance evaluation</li> <li>• Workplace skills assessment and Recognition of prior learning</li> </ul>
Organizational requirements	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> <li>• Quality assurance and/or procedures manuals</li> <li>• Goals, objectives, plans, systems and processes</li> <li>• Legal and organizational policy/guidelines and requirements</li> <li>• Safety policies, procedures and programs</li> <li>• Confidentiality and security requirements</li> <li>• Business and performance plans</li> <li>• Ethical standards</li> <li>• Quality and continuous improvement processes and standards</li> </ul>
Feedback on performance	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> <li>• Formal/informal performance evaluation</li> <li>• Obtaining feedback from supervisors and colleagues</li> <li>• Obtaining feedback from clients</li> <li>• Personal and reflective behavior strategies</li> <li>• Routine and organizational methods for monitoring service delivery</li> </ul>
Learning delivery methods	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> <li>• On the job coaching or monitoring</li> <li>• Problem solving</li> <li>• Presentation/demonstration</li> <li>• Formal course participation</li> <li>• Work experience and involvement in professional networks</li> <li>• Conference and seminar attendance</li> </ul>

<b>Evidence Guide</b>	
Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> <li>• identify and implement learning opportunities for others</li> <li>• give and receive feedback constructively</li> <li>• facilitate participation of individuals in the work of the team</li> <li>• negotiate plans to improve the effectiveness of learning</li> <li>• prepare learning plans to match skill needs</li> <li>• access and designate learning opportunities</li> </ul>
Underpinning Knowledge and Attitude	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• coaching and monitoring principles</li> <li>• how to work effectively with team members who have diverse work styles, aspirations, cultures and perspective</li> <li>• how to facilitate team development and improvement</li> <li>• methods and techniques to obtain and interpreting feedback</li> <li>• methods for identifying and prioritizing personal development opportunities and options</li> <li>• career paths and competence standards in the industry</li> </ul>
Underpinning Skills	<p>Demonstrates skills to:</p> <ul style="list-style-type: none"> <li>• read and understand a variety of texts, preparing general information and documents according to target audience; spell with accuracy; use grammar and punctuation effective relationships and conflict management</li> <li>• communicate including receiving feedback and reporting, maintaining effective relationships and conflict management</li> <li>• plan and organize required resources and equipment to meet learning needs</li> <li>• coach and mentor skills to provide support to colleagues</li> <li>• report to organize information; assess information for relevance and accuracy; identify and elaborate on learning outcomes</li> <li>• facilitate and conduct small group training sessions</li> <li>• relate to people from a range of social, cultural, physical and mental backgrounds</li> </ul>
Resource Implications	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Utilize Specialized Communication Skills
Unit Code	<a href="#">EIS COS4 22 0913</a>
Unit Descriptor	This unit covers the knowledge, skills and attitudes required to use specialized communication skills to meet specific needs of internal and external clients, conduct interviews, facilitate group discussions, and contribute to the development of communication strategies.

Elements	Performance Criteria
1. Meet common and specific communication needs of clients and colleagues	<p>1.1 Specific communication needs of clients and colleagues are identified and met.</p> <p>1.2 Different approaches are used to meet communication needs of clients and colleagues.</p> <p>1.3 Conflict is addressed promptly and in a timely way and in a manner which does not compromise the standing of the organization.</p>
2. Contribute to the development of communication strategies	<p>2.1 <b>Strategies</b> for internal and external dissemination of information are developed, promoted, implemented and reviewed as required.</p> <p>2.2 Channels of communication are established and reviewed regularly.</p> <p>2.3 Coaching in effective communication is provided.</p> <p>2.4 Work related network and relationship are maintained as necessary.</p> <p>2.5 Negotiation and conflict resolution strategies are used where required.</p> <p>2.6 Communication with clients and colleagues is appropriate to individual needs and organizational objectives.</p>
3. Represent the organization	<p>3.1 When participating in internal or external fora, presentation is relevant, appropriately researched and presented in a manner to promote the organization.</p> <p>3.2 Presentation is made clear and sequential and delivered within a predetermined time.</p> <p>3.3 Appropriate media is utilized to enhance presentation.</p> <p>3.4 Differences in views are respected.</p> <p>3.5 Written communication is made consistent with organizational standards.</p> <p>3.6 Inquiries are responded in a manner consistent with organizational standard.</p>

4. Facilitate group discussion	<p>4.1 Mechanisms which enhance <b>effective group interaction</b> are defined and implemented.</p> <p>4.2 Strategies which encourage all group members to participate are used routinely.</p> <p>4.3 Objectives and agenda are routinely set and followed for meetings and discussions.</p> <p>4.4 Relevant information are provided to group to facilitate outcomes.</p> <p>4.5 Evaluation of group communication strategies is undertaken to promote participation of all parties.</p> <p>4.6 Specific communication needs of individuals are identified and addressed.</p>
5. Conduct interview	<p>5.1 A range of appropriate communication strategies are employed in <b>interview situations</b>.</p> <p>5.2 Different <b>types of interview</b> are conducted in accordance with the organizational procedures.</p> <p>5.3 Records of interviews are made and maintained in accordance with organizational procedures.</p> <p>5.4 Effective questioning, listening and nonverbal communication techniques are used to ensure that required message is communicated.</p>

Variable	Range
Strategies	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> <li>• Recognizing own limitations</li> <li>• Utilizing techniques and aids</li> <li>• Providing written drafts</li> <li>• Verbal and non verbal communication</li> </ul>
Effective group interaction	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> <li>• Identifying and evaluating what is occurring within an interaction in a non-judgmental way</li> <li>• Using active listening</li> <li>• Making decision about appropriate words, behavior</li> <li>• Putting together response which is culturally appropriate</li> <li>• Expressing an individual perspective</li> <li>• Expressing own philosophy, ideology and background and exploring impact with relevance to communication</li> </ul>
Interview situations	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> <li>• Establish rapport</li> <li>• obtain facts and information</li> <li>• Facilitate resolution of issues</li> <li>• Develop action plans</li> <li>• Diffuse potentially difficult situation</li> </ul>

Types of Interview	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> <li>• Related to staff issues</li> <li>• Routine</li> <li>• Confidential</li> <li>• Evidential</li> <li>• Non-disclosure</li> <li>• Disclosure</li> </ul>
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<b>Evidence Guide</b>	
Critical Aspects of Competence	<p>Demonstrates skills and knowledge to:</p> <ul style="list-style-type: none"> <li>• Demonstrate effective communication skills with clients and work colleagues accessing service</li> <li>• Adopt relevant communication techniques and strategies to meet client particular needs and difficulties</li> </ul>
Underpinning Knowledge and Values	<p>Demonstrates knowledge of:</p> <ul style="list-style-type: none"> <li>• communication process</li> <li>• dynamics of groups and different styles of group leadership</li> <li>• communication skills relevant to client groups</li> </ul>
Underpinning Skills	<p>Demonstrates skills of:</p> <ul style="list-style-type: none"> <li>• full range of communication techniques including: <ul style="list-style-type: none"> <li>➢ active listening</li> <li>➢ feedback</li> <li>➢ interpretation</li> <li>➢ role boundaries setting</li> <li>➢ negotiation</li> <li>➢ establishing empathy</li> <li>➢ communication strategies</li> </ul> </li> <li>• communicate to fulfill job roles as specified by the organization</li> </ul>
Resource Implications	<p>Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.</p>
Methods of Assessment	<p>Competence may be assessed through:</p> <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	<p>Competence may be assessed in the work place or in a simulated work place setting.</p>

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Manage and Maintain Small/Medium Business Operations
Unit Code	<a href="#">EIS COS4 23 0913</a>
Unit Descriptor	This unit covers the operation of day-to-day business activities in a micro or small business. The strategies involve developing, monitoring and managing work activities and financial information, developing effective work habits, and adjusting work schedules as needed.

Elements	Performance Criteria
1. Identify daily work requirements	<p>1.1 Work requirements are identified for a given time period by taking into consideration <b>resources</b> and constraints.</p> <p>1.2 Work activities are prioritized based on business needs, requirements and deadlines.</p> <p>1.3 If appropriate, work is allocated to relevant staff or contractors to optimize efficiency.</p>
2. Monitor and manage work	<p>2.1 People, resources and/or equipment are coordinated to provide optimum results.</p> <p>2.2 Staff, clients and/or contractors are communicated within a clear and regular manner, to monitor work in relation to <b>business goals</b> or timelines.</p> <p>2.3 <b>Problem solving techniques</b> are applied to work situations to overcome difficulties and achieve positive outcomes.</p>
3. Develop effective work habits	<p>3.1 Work and personal priorities are identified and a balance is achieved between competing priorities using appropriate <b>time management strategies</b>.</p> <p>3.2 Input from <b>internal and external sources</b> is sought and used to develop and refine new ideas and approaches.</p> <p>3.3 Business or inquiries is/are responded to promptly and effectively.</p> <p>3.4 Information is presented in a format appropriate to the industry and audience.</p>
4. Interpret financial information	<p>4.1 Relevant documents and reports are identified.</p> <p>4.2 Documents and reports are read and understood and any implications discussed with appropriate persons.</p> <p>4.3 Data and numerical calculations are analyzed, checked, evaluated, organized and reconciled.</p> <p>4.4 Daily financial records and cash flow are maintained correctly and in accordance with legal and accounting requirements.</p>

	<p>4.5 Invoices and payments are prepared and distributed in a timely manner and in accordance with legal requirements.</p> <p>4.6 Outstanding accounts are collected or followed-up on.</p>
5. Evaluate work performance	<p>5.1 Opportunities for improvements are monitored according to business demands.</p> <p>5.2 Work schedules are adjusted to incorporate necessary modifications to existing work and routines or changing needs and requirements.</p> <p>5.3 Proposed changes are clearly communicated and recorded to aid in future planning and evaluation.</p> <p>5.4 Relevant codes of practice are used to guide an ethical approach to workplace practices and decisions.</p>

Variable	Range
Resources	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> <li>• staff</li> <li>• money</li> <li>• time</li> <li>• equipment</li> <li>• space</li> </ul>
Business goals	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> <li>• sales targets</li> <li>• budgetary targets</li> <li>• team and individual goals</li> <li>• production targets</li> <li>• reporting deadlines</li> </ul>
Problem solving techniques	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> <li>• gaining additional research and information to make better informed decisions</li> <li>• looking for patterns</li> <li>• considering related problems or those from the past and how they were handled</li> <li>• eliminating possibilities</li> <li>• identifying and attempting sub-tasks</li> <li>• collaborating and asking for advice or help from additional sources</li> </ul>
Time management strategies	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> <li>• prioritizing and anticipating</li> <li>• short term and long term planning and scheduling</li> <li>• creating a positive and organized work environment</li> <li>• clear timelines and goal setting that is regularly reviewed and adjusted as necessary</li> <li>• breaking large tasks into smaller tasks</li> <li>• getting additional support if identified and necessary</li> </ul>

Internal and external sources	<p>May include but is not limited to:</p> <ul style="list-style-type: none"> <li>• staff and colleagues</li> <li>• management, supervisors, advisors or head office</li> <li>• relevant professionals such as lawyers, accountants, management consultants</li> <li>• professional associations</li> </ul>
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### Evidence Guide

Critical Aspects of Competence	<p>A person must be able to demonstrate:</p> <ul style="list-style-type: none"> <li>• ability to identify daily work requirements and allocate work appropriately</li> <li>• ability to interpret financial documents in accordance with legal requirements</li> </ul>
Underpinning Knowledge and Attitudes	<p>Demonstrate knowledge of:</p> <ul style="list-style-type: none"> <li>• Federal and Local Government legislative requirements affecting business operations, especially in regard to Occupational Health and Safety (OHS), equal employment opportunity, industrial relations and anti-discrimination</li> <li>• technical or specialist skills relevant to the business operation</li> <li>• relevant industry code of practice</li> <li>• planning techniques to establish realistic timelines and priorities</li> <li>• identification of relevant performance measures</li> <li>• quality assurance principles and methods</li> <li>• relevant marketing, management, sales and financial concepts</li> <li>• methods for monitoring performance and implementing improvements</li> <li>• structured approaches to problem solving, idea management and time management</li> </ul>
Underpinning Skills	<p>Demonstrate skills to:</p> <ul style="list-style-type: none"> <li>• interpret legal requirements, company policies and procedures and immediate, day-to-day demands</li> <li>• communicate using questioning, clarifying, reporting, and giving and receiving constructive feedback</li> <li>• numeracy skills for performance information, setting targets and interpreting financial documents and reports</li> <li>• technical and analytical skills to interpret business document, reports and financial statements and projections</li> <li>• relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities</li> <li>• solve problem and develop contingency plans</li> <li>• using computers and software packages to record and manage data and to produce reports</li> <li>• evaluate using assessment work and outcomes</li> <li>• observe for identifying appropriate people, resources and to monitor work</li> </ul>

Resource Implications	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> <li>• Interview / Written Test</li> <li>• Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.

Occupational Standard: Terminal Cargo Operation Supervision Level IV	
Unit Title	Apply Problem Solving Techniques and Tools
Unit Code	<a href="#">EIS COS4 24 0913</a>
Unit Descriptor	This unit of competency covers the knowledge, skills and attitude required to apply scientific problem solving techniques and tools to enhance quality, productivity and other kaizen elements on continual basis.

Elements	Performance criteria
1. Identify and select theme/problem.	<p>1.1 <b>Safety requirements</b> are followed in accordance with safety plans and procedures.</p> <p>1.2 All possible problems related to the process /Kaizen elements are listed using <b>statistical tools and techniques</b>.</p> <p>1.3 All possible problems related to kaizen elements are identified and listed on Visual Management Board/Kaizen Board.</p> <p>1.4 Problems are classified based on obviousness of cause and action.</p> <p>1.5 Critical factors like the number of customers affected, Potentials for bottlenecks, and number of complaints etc... is selected.</p> <p>1.6 Problems related to priorities of <b>Kaizen Elements</b> are given due emphasis and selected.</p>
2. Grasp current status and set goal.	<p>2.1 The extent of the problem is defined.</p> <p>2.2 Appropriate and achievable goal is set.</p>
3. Establish activity plan.	<p>3.1 The problem is confirmed.</p> <p>3.2 High priority problem is selected.</p> <p>3.3 The extent of the problem is defined.</p> <p>3.4 Activity plan is established as per <b>5W1H</b>.</p>
4. Analyze causes of a problem.	<p>4.1 All possible causes of a problem are listed.</p> <p>4.2 Cause relationships are analyzed using <b>4M1E</b>.</p> <p>4.3 Causes of the problems are identified.</p> <p>4.4 Root causes are selected.</p> <p>4.5 The root cause which is most directly related to the problem is selected.</p> <p>4.6 All possible ways are listed using <b>creative idea generation</b> to eliminate the most critical root cause.</p>

	<p>4.7 The suggested solutions are carefully tested and evaluated for potential complications.</p> <p>4.8 Detailed summaries of the action plan are prepared to implement the suggested solution.</p>
5. Examine countermeasures and their implementation.	<p>5.1 Action plan is implemented by <b>medium KPT</b> members.</p> <p>5.2 Implementation is monitored according to the agreed procedure and activities are checked with preset plan.</p>
6. Assess effectiveness of the solution.	<p>6.1 <b>Tangible and intangible results</b> are identified.</p> <p>6.2 The results are verified over time.</p> <p>6.3 Tangible results are compared with targets using <b>various types of diagram</b>.</p>
7. Standardize and sustain operation.	<p>7.1 If the goal is achieved, the new procedures are standardized and made part of daily activities.</p> <p>7.2 All employees are trained on the new <b>Standard Operating Procedures (SOPs)</b>.</p> <p>7.3 SOP is verified and followed by all employees.</p> <p>7.4 The next problem is selected to be tackled by the team.</p>

Variables	Range
Safety requirements	<p>may include but not limited to:</p> <ul style="list-style-type: none"> <li>• OHS requirements include legislation, material safety, managements system, hazardous substances and dangerous goods code and local safe operating procedures</li> <li>• Work is carried out in accordance with legislative obligations, environmental legislations, relevant health regulation, manual handling procedure and organization insurance requirements</li> </ul>
Statistical tools and techniques	<p>may include but not limited to:</p> <ul style="list-style-type: none"> <li>• 7 QC tools may include: <ul style="list-style-type: none"> <li>➢ Stratification</li> <li>➢ Pareto Diagram</li> <li>➢ Cause and Effect Diagram</li> <li>➢ Check Sheet</li> <li>➢ Control Chart/Graph</li> <li>➢ Histogram</li> <li>➢ Scatter Diagram</li> </ul> </li> <li>• QC techniques may include: <ul style="list-style-type: none"> <li>➢ Brain storming</li> <li>➢ Why analysis</li> <li>➢ What if analysis</li> <li>➢ 5W1H</li> </ul> </li> </ul>
Kaizen Elements	<p>may include but not limited to:</p> <ul style="list-style-type: none"> <li>• Quality</li> </ul>

	<ul style="list-style-type: none"> <li>• Cost</li> <li>• Productivity</li> <li>• Delivery</li> <li>• Safety</li> <li>• Moral</li> <li>• Environment</li> <li>• Gender equality</li> </ul>
5W1H	may include but not limited to: <ul style="list-style-type: none"> <li>• Who: person in charge</li> <li>• Why: objective</li> <li>• What: item to be implemented</li> <li>• Where: location</li> <li>• When: time frame</li> <li>• How: method</li> </ul>
4M1E	may include but not limited to: <ul style="list-style-type: none"> <li>• Man</li> <li>• Machine</li> <li>• Method</li> <li>• Material and</li> <li>• Environment</li> </ul>
Creative idea generation	may include but not limited to: <ul style="list-style-type: none"> <li>• Brainstorming</li> <li>• Exploring and examining ideas in varied ways</li> <li>• Elaborating and extrapolating</li> <li>• Conceptualizing</li> </ul>
Medium KPT	may include but not limited to: <ul style="list-style-type: none"> <li>• 5S</li> <li>• 4M (machine, method, material and man)</li> <li>• 4P (Policy, procedures, People and Plant)</li> <li>• PDCA cycle</li> <li>• Basics of IE tools and techniques</li> </ul>
Tangible and intangible results	may include but not limited to: <ul style="list-style-type: none"> <li>• Tangible result may include:               <ul style="list-style-type: none"> <li>➤ Quantifiable data</li> </ul> </li> <li>• Intangible result may include:               <ul style="list-style-type: none"> <li>➤ Qualitative data</li> </ul> </li> </ul>
Various types of diagram	may include but not limited to: <ul style="list-style-type: none"> <li>• Line graph</li> <li>• Bar graph</li> <li>• Pie-chart</li> <li>• Scatter diagram</li> <li>• Affinity diagram</li> </ul>

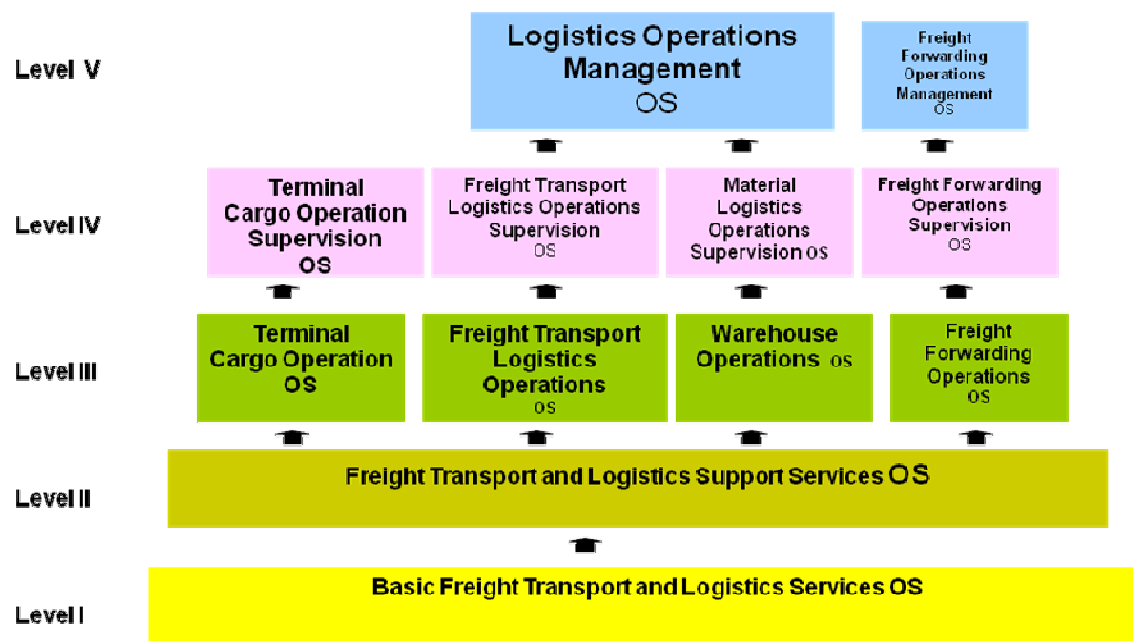
Standard Operating Procedures (SOPs)	may include but not limited to: <ul style="list-style-type: none"> <li>• The customer demand</li> <li>• The most efficient work routine (steps)</li> <li>• The cycle times required to complete work elements</li> <li>• All process quality checks required to minimize defects/errors</li> <li>• The exact amount of work in process required</li> </ul>
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Evidence Guide	
Critical Aspects of Assessment	Demonstrates skills and knowledge competencies to: <ul style="list-style-type: none"> <li>• Apply all relevant procedures and regulatory requirements to ensure quality and productivity of an organization.</li> <li>• Detect non-conforming products/services in the work area</li> <li>• Apply effective problem solving approaches/strategies.</li> <li>• Implement and monitor improved practices and procedures</li> <li>• Apply statistical quality control tools and techniques.</li> </ul>
Underpinning Knowledge and Attitude	Demonstrates knowledge of: <ul style="list-style-type: none"> <li>• QC story/PDCA cycle/</li> <li>• QC story/ Problem solving steps</li> <li>• QCC techniques</li> <li>• 7 QC tools</li> <li>• Basic IE tools and techniques.</li> <li>• SOP</li> <li>• Quality requirements associated with the individual's job function and/or work area</li> <li>• Workplace procedures associated with the candidate's regular technical duties</li> <li>• Relevant health, safety and environment requirements</li> <li>• organizational structure of the enterprise</li> <li>• Lines of communication</li> <li>• Methods of making/recommending improvements.</li> <li>• Reporting procedures</li> </ul>
Underpinning Skills	Demonstrates skills to: <ul style="list-style-type: none"> <li>• Apply problem solving techniques and tools</li> <li>• Apply statistical analysis tools</li> <li>• Apply Visual Management Board/Kaizen Board.</li> <li>• Detect non-conforming products or services in the work area</li> <li>• Document and report information about quality, productivity and other kaizen elements.</li> <li>• Contribute effectively within a team to recognize and recommend improvements in quality, productivity and other kaizen elements.</li> <li>• Implement and monitor improved practices and procedures.</li> <li>• Organize and prioritize activities and items.</li> <li>• Read and interpret documents describing procedures</li> </ul>

	<ul style="list-style-type: none"> <li>Record activities and results against templates and other prescribed formats.</li> </ul>
Resources Implication	Access is required to real or appropriately simulated situations, including work areas, materials and equipment, and to information on workplace practices and OHS practices.
Methods of Assessment	Competence may be assessed through: <ul style="list-style-type: none"> <li>Interview / Written Test</li> <li>Observation / Demonstration with Oral Questioning</li> </ul>
Context of Assessment	Competence may be assessed in the work place or in a simulated work place setting.



## TRANSPORT AND LOGISTICS



## Acknowledgement

We wish to extend thanks and appreciation to the many representatives of business, industry, academe and government agencies who donated their time and expertise to the development of this occupational standard.

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This occupational standard was developed in September 2013 at Bishoftu, Ethiopian Management Institute.

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