

STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN (NATIONAL OCCUPATIONAL SKILL STANDARD)

LOGISTICS OPERATION LEVEL 2



Jabatan Pembangunan Kemahiran Kementerian Sumber Manusia, Malaysia

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STANDARD PRACTICE NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR LOGISTICS OPERATION LEVEL 2

1. INTRODUCTION

Logistics can be defined as the process of planning, implementing, and controlling procedures for the efficient and effective transportation and storage of goods including services, and related information from the point of origin to the point of consumption for the purpose of conforming to customer requirements. This definition includes inbound, outbound, internal, and external movements.¹

The functional areas of logistics services include a diverse range that extend from transport, handling and storage of products through standardized courier, express and parcel services to customer-specific logistics solutions. As a result of these activities, goods can be delivered directly to a customer in precisely the required order and at exactly the right time. Globally networked logistics service providers also offer first class specialized solutions for the logistics of large events or for the temperature-controlled shipments of exotic fruits and pharmaceutical products.

The Malaysian logistic industry encompasses mainly two primary sub sectors which are transport service providers and logistic service providers. The transport service providers include transport operators of air, sea, road and rail, multimodal operators, and terminal operators. Logistic service providers, on the other hand, consist of facilitation services (such as freight forwarders, customs brokers, ship brokers, shipping agents, consolidators, and non-vessel operating common carriers), distribution services (warehousing and transportation, inventory management, and domestic and regional distribution and courier companies), integrated logistic services (third party logistic providers and lead logistic providers (4PLs)), and business support services (ICT service providers, banking and insurance, education and training, equipment handling, maintenance and repairs, and security).

Logistics has been identified as one of the eight strategic services sub-sectors for Malaysia to attain global competitiveness in the Industrial Master Plan (2006 - 2020). The plan targets to achieve an overall growth of 8.6% during the plan's period, contributions to GDP of 12.1% by 2020 along with the focus to increase the volume of total marine cargo, air cargo trade and land cargo volume by 2020.² Malaysia has developed logistic initiatives to make the country a logistic hub in the region such as the setting up of the Malaysia Logistics Council (MLC) in February 2007 and various tax exemption incentives. The council acts as a focal point for the overall coordination of strategies, policies, rules and regulations for the logistic sector.

¹ CSCMP glossary <u>http://cscmp.org/sites/default/files/user_uploads/resources/downloads/glossary-2013.pdf</u> 2 Third Industrial Master Plan (2006 – 2020)

The demand drivers for logistics services and facilities in Malaysia such as industrial parks, free zones and warehouses/depots are manifold. In essence, the demand stems from the need for companies to be competitive and thrive in their marketplace by delivering the right products, in the right quantity, to the right place, at the right time, and at the lowest cost possible. Thus, logistics service providers play a crucial role in enabling the smooth, safe and cost efficient movement of goods and resources along this ecosystem.

Despite having good transport infrastructures which include excellent ports, airports and highways to support logistic industry, Malaysia needs to enhance and improve in many areas to realise the initiative of making the country a logistic hub. The primary need of the industry is adequate supply of highly competent workforce who can serve higherend clients by introducing new services and bringing innovative solutions. To this end, it is important for the industry players to pay attention to invest in human resource development as one of the key areas in their business expansion. To attract the best minds and skilled talents, the level of professionalism in the industry should be enhanced.

1.1 Occupational Overview

Logistics Operation (Level 2) personnel is responsible for handling logistics services functional areas such as inbound and outbound cargo handling, customs & port clearance, warehouse cargo inventory control and data administration. These functional areas are carried out in compliance with customs and other related regulatory requirements.

1.2 Justification and Rationale for NOSS Development

NOSS for the areas of Forwarding Operations, Warehousing and Distribution as well as Courier Operations have been developed. This NOSS integrates all these job areas into a single NOSS to specify the competencies required for personnel involved in providing integrated logistics services.

The demands for qualified and experienced Logistics Operations personnel are presently high and may increase in the near future. Thus, the development of this NOSS is essential for the industry to have specific guidelines and standards based on the level of competencies that have been set by the industrial experts in this field.

Justification of Level Shrinking

The NOSS panel members decide that the entry level for a career in Logistics Operation is at Level 2. The justification being the nature of work of logistics operation personnel requires competencies in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and require individual responsibility and autonomy.

1.3 Regulatory Requirements

The main regulatory requirements governing logistics operation in Malaysia are stipulated in the Customs Act 1967 and Customs Regulations 1977. Other than these regulatory legislations, logistics operation has to abide by other regulations such as Strategic Trade Act (STA) 2010, IATA Dangerous Goods Regulations (DGR), Customs-Trade Partnership Against Terrorism (C-TPAT) requirements, International Maritime Organisation (IMO) Code and Food Defence Guidelines depending on the country of origin or destination.

SECTOR	INTEGRATED LOGISTICS SERVICES								
SUB SECTOR	I	INTEGRATED LOGISTIC SERVICES PROVIDER							
JOB AREA	Forwarding	Warehouse & Transportation	Inventory Management	Domestic & Regional Distribution	Courier Services				
L5	Forwarding Operations Manager	Logistics Manager	Inventory Manager	Distribution Manager	Courier Services Manager				
L4	Forwarding Operations Executive	Logistics Executive	Inventory Executive	Distribution Executive	Courier Services Executive				
L3	Forwarding Operations Supervisor		Inventory Supervisor						
L2	Forwarding Operations Coordinator	Logistics Technician			Dispatch Senior Clerk				
L1	Forwarding Operations Clerk		Material H						

2. EXISTING OCCUPATIONAL STRUCTURE

Fig. 1.1 Existing Occupational Structure for Integrated Logistics Services Provider Sub-sector in Malaysia

Proposed Occupational Area Structure

SECTOR	INTEGRATED LOGISTICS SERVICES								
SUB SECTOR		INTEGRATED LOGISTIC SERVICES PROVIDER							
JOB AREA	Forwarding	Warehouse & Transportation	Inventory Management	Courier Services	Logistics				
L5	Forwarding Operations & Management	Warehou	se & Distribution Management	Courier Service Operation Management	Logistics Operation Management				
L4	Forwarding Operations	Warehous	e & Distribution (Management	Courier Service Operation Management	Logistics Operation Administration				
L3	Forwarding Operations	Warehous	Warehouse & Distribution Operation			Logistics Operation Supervision			
L2	Forwarding Operations		No Level			Logistics Operation			
L1	No Level		No Level		No Level	No Level			

Fig. 1.1 Occupational Area Structure (OAS) for Integrated Logistics Services Provider Sub-sector in Malaysia in Malaysia

3. DEFINITION OF COMPETENCY LEVELS

The NOSS is developed for various occupational areas. Candidates for certification must be assessed and trained at certain levels to substantiate competencies. Below is a guideline of each NOSS Level as defined by the Department of Skills Development, Ministry of Human Resources, Malaysia.

Level 1	Competent in performing a range of varied work activities, most of which are routine and predictable.
Level 2	Competent in performing a significant range of varied work activities, performed in a variety of contexts. Some of the activities are non-routine and required individual responsibility and autonomy.
Level	Competent in performing a broad range of varied work activities, performed in a variety of contexts, most of which are complex and non-routine. There is considerable responsibility and autonomy and control or guidance of others is often required.
Level 4	Competent in performing a broad range of complex technical or professional work activities performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present.
Level 5	Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources features strongly, as do personal accountabilities for analysis, diagnosis, planning, execution and evaluation.

4. AWARD OF CERTIFICATE

Candidates, after being assessed and verified as having fulfilled the Malaysian Skills Certification requirements, shall be awarded with Sijil Kemahiran Malaysia (SKM) for Logistics Operation Level 2.

5. JOB COMPETENCIES

Logistics Operation personnel Level 2 are competent in performing the following core competencies:

- Inbound Cargo Handling
- Outbound Cargo Handling
- Customs & Port Clearance
- Logistics Inventory Control
- Logistics Data Administration

Optionally, the Logistics Operation Level 2 personnel are also competent in performing the following elective competencies:

• Shipment Hub Processing

6. WORKING CONDITIONS

Generally, Logistics Operations personnel work according to normal working hours from morning to evening depending on the organisation's nature of business. They may be required to work extra hours to fulfil internal and external requirements. They may also be needed to work in shift to accommodate work requirements and to cater to the time difference in global counterpart scheduling. Logistics operation personnel work individually or in a modular group in different working environment depending on the type of logistic operation activities. They may work in conducive air-conditioned offices, in warehouses or on site at the customs or port location. In addition, safety and security measures have to be applied in carrying out the various logistics operation activities such as warehousing and transport movement coordination.

7. EMPLOYMENT PROSPECTS

The demands for qualified and experienced Logistics Operations personnel are presently high and may increase in the near future. The introduction of several initiatives such as the Government Transformation Programme and the Economic Transformation Programme provided a conducive business environment for the logistics market

Thus there are excellent employment prospects in the logistics services industry both in the private and public sectors. The industry also has very good job market potential abroad for skilled personnel due to a shortage of such highly skilled personnel in this region. Among the industries with excellent prospects in relation to logistics operation are Supply Chain, Distribution and Transportation, Industrial Manufacturing, Forwarding, Warehousing and Courier.

Related occupations with respect to employment opportunities are:

- Logistics Technician
- Courier Service Clerk
- Forwarding Coordinator
- Distribution Clerk

Other related industries with respect to employment opportunities are:

- Electrical and Electronics
- Automotive
- Machinery and Equipment
- Pharmaceutical
- Business and Professional
- Third Party & Fourth Party Logistics Service Providers

8. CAREER ADVANCEMENT

Candidates are trained in both public and private training institutions. The basic qualifications for Logistics Operation personnel are those who have completed SKM Level 2. Candidates who have completed Level 2 are eligible to continue to Level 3.

The capabilities of the workforce can be enhanced through among others, re-training and life-long learning of the personnel, to meet short and long term needs of the industry in specific areas of technical, commercial and operational skills

9. SOURCES OF ADDITIONAL INFORMATION

9.1 NATIONAL

- MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY (MITI) Block 10, Government Offices Complex, Jalan Duta, 50622 Kuala Lumpur, Malaysia Tel: +603-6200 0000 Fax: +603-6201 2337 Email: webmiti@miti.gov.my Website: www.miti.gov.my
- MALAYSIA INSTITUTE OF TRANSPORT (MITRANS) Universiti Teknologi Mara (UITM) 40450 Shah Alam Selangor TEL: 03-5544 2343/2348/2351 FAX: 03-5544 2344 EMAIL: mitrans@salam.uitm.edu.m

- FEDERATION OF MALAYSIAN FREIGHT FORWARDERS (FMFF) No. 23 Jalan Cemerlang, 42000 Port Klang, Selangor Darul Ehsan. Tel : +603-3165 3082 Fax : +603-3165 3081 Website: www.fmff.net
- ROYAL MALAYSIAN CUSTOMS DEPARTMENT Kompleks Kementerian Kewangan No. 2, PersiaranPerdana, Presint 3 62596 Putrajaya Tel: +603-8882 2100 Website: www.customs.gov.my
- Mail PORT KLANG AUTHORITY Bag Service 202, Jalan Pelabuhan Utara, 42005 Port Klang Call Centre: +603 - 3168 8211, Fax: +603 - 3168 7626 Website: www.pka.gov.my
- MINISTRY OF TRANSPORT Blok D5, Kompleks D, Pusat Pentadbiran Kerajaan Persekutuan 62616 Putrajaya, Malaysia. Tel: +603-8886 6000, Fax: +603-8889 1569 Website: www.mot.gov.my
- ASSOCIATION OF MALAYSIAN HAULIERS (AMH) c/o Konsortium Logistik Berhad Lot 6, Jalan Sultan Mohamed 3, Kawasan Perindustrian, Bandar Sultan Suleiman, 42000 Pelabuhan Klang, Selangor Darul Ehsan. Tel: +603-3176 3676, Fax: +603-3176 4676 Email: secretary@amh.org.my Website: www.amh.org.my
- FEDERATION OF MALAYSIAN PORT OPERATING COMPANIES (FMPOC) c/o Northport (Malaysia) Bhd JalanPelabuhan Utara Pelabuhan Utara 42000 Port Klang Tel: +603-3169 8888 Fax: +603-3169 8793 Website: www.malaysianports.com.my

- AIRFREIGHT FORWARDERS ASSOCIATION OF MALAYSIA (AFAM) 16B, 2nd Floor, Jalan Kemuja Bangsar Utama, 59000 Kuala Lumpur, Malaysia Tel: +603 - 2284 2000 Fax: +603 - 2287 2592 Website: www.afam.org.my
- LAND PUBLIC TRANSPORT COMMISSION (SPAD) Level 19, 1 Sentral, Jalan Travers, Kuala Lumpur Sentral, 50470, Kuala Lumpur, Malaysia. Tel: +603 - 2268 5782, Fax: +603 - 2272 3744 Website: www.spad.gov.my

9.2 INTERNATIONAL

- WORLD CUSTOMS ORGANIZATION Rue du Marché, 30 B-1210 Brussels Belgium Tel : +32 (0)2 209 92 11 Fax :: +32 (0)2 209 92 62 Website: www.wcoomd.org
- INTERNATIONAL ASSOCIATION OF LOGISTICS PROFESSIONAL Room 10-22, Qijiayuan Diplomatic Apartment, 9 Jiangguomenwai Avenue, Beijing, China Post Code: 100060 Tel: 86 10-8681 6666 Fax: 86 10-8532 5545 Email: logistics@enterlogistics.org Website: www.enterlogistics.org
- INTERNATIONAL WAREHOUSE LOGISTIC ASSOCIATION (IWLA) 2800 S River Rd # 260 Des Plaines, IL 60018, United States Tel: (847) 813-4699 Website: www.iwla.com
- INTERNATIONAL ASSOCIATION OF REFRIGERATED WAREHOUSES 1500 King Street #201 Alexandria, VA 22314, United States Tel: +1 703-373-4300 Website: www.iarw.org

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 GLOBAL LOGISTICS ASSOCIATES (GLA) – EBC (A Global Network of International Freight Forwarders) Elektroweg 11, 2nd Floor, unit V/36 P.O Box 73033, 3005 LA Rotterdam The Netherlands Tel: +31 10 422 9370 Fax: +31 10 422 9854 Email: info@glanetwork.com Website: www.glanetwork.com

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10. ACKNOWLEDGEMENT

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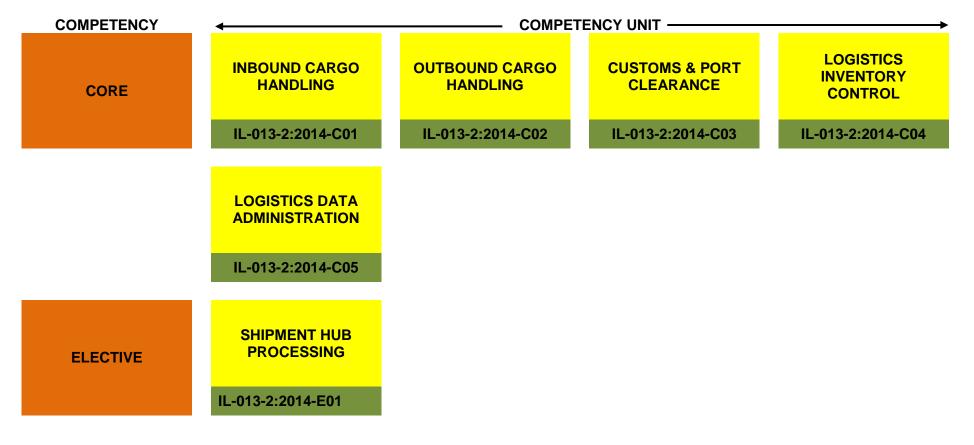
	STANDARD TECHNICAL EVALUATION COMMITTEE LOGISTICS OPERATION LEVEL 2						
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	CHAI	RMAN					
1.	1. En Abd Halim bin Hasan Principal Assistant Directpr DSD, Cyberjaya, Selangpr						
	STEC OFFICER						
1.	Puan Zeti Akhtar binti Mohamad	Skills Development Officer DSD, Cyberjaya, Selangor					

11. COMMITTEE MEMBERS FOR DEVELOPMENT OF STANDARD PRACTICE (SP), COMPETENCY PROFILE CHART (CPC), COMPETENCY PROFILE (CP) AND CURRICULUM of COMPETENCY UNIT (CoCU)

	PANEL							
1.	Pn Mahanom binti Jailani	000	ordinator ight Resources Services					
2.	Cik Naizatul Ain binti Isa		pping Officer oberflex Sdn Bhd					
3.	En. Rabu bin Aman		outy Manager iber Logistics Sdn Bhd					
4.	4. En. Mohd Azizul Yusof bin Zulkifle		Supervisor Caliber Logistics Sdn Bhd					
5.			Operation Executive Fifo Distribution Sdn Bhd					
6.	En. Azman Hafiz bin Muhammad		Supervisor Petronas Carigali Sdn Bhd					
7.	En Suhaimie bin Tamin	Forwarding Operation Supervisor Interway Transport Sdn Bhd						
8.	Pn Suhada binti Ahmad Shobidin	Operation Officer Amazing Unity Sdn Bhd						
FAC	FACILITATOR							
1.	Pn Nabilah Ooi Abdullah		Edusure Sdn Bhd					

LOGISTICS OPERATION – LEVEL 2

SECTOR	INTEGRATED LOGISTICS SERVICES					
SUB SECTOR	INTEGRATED LOGISTICS SERVICES PROVIDER					
JOB AREA	LOGISTICS					
NOSS TITLE	LOGISTICS OPERATION	LOGISTICS OPERATION				
JOB LEVEL	TWO (2) NOSS CODE IL-013-2:2014					



COMPETENCY PROFILE (CP)

SECTOR	INTEGRATI	INTEGRATED LOGISTICS SERVICES						
SUB SECTOR	INTEGRATI	INTEGRATED LOGISTICS SERVICES PROVIDER						
JOB AREA	LOGISTICS							
NOSS TITLE	LOGISTICS	OPERATION						
LEVEL	TWO (2)		NOSS CODE					
CU Title	CU Code	CU Descriptor	CU Work A	Activities	Performance Criteria			
1. Inbound Cargo Handling	IL-013- 2:2014- C01	Inbound Cargo Handling describes the competencies required to handle inbound cargo from arrival until its release from the port. Inbound cargo handling is carried out according to customer requirements and subject to Customs Act 1967, Customs Regulations 1977 and other related regulatory requirements. The person who is competent in this CU shall be able to check cargo arrival status, prepare shipment inbound charges/ terms documentation, prepare customs import declaration, carry out cargo transfer/release from port authority, inspect and monitor inbound cargo transfer out from the port The outcome of this competency	 Check cargo arriva Prepare shipment i terms documentation 	nbound charges/	 1.1 Cargo information determined as per shipping documents (such as invoice, packing list) and transport documents (such as airway bill, bill of lading, delivery order, shipping rail document) 1.2 Arrival status and actual location confirmed using online tracking system 1.3 Arrival information recorded into database system 2.1 Type of shipment inbound charges (such as prepaid/collect) and INCOTERMS checked and confirmed as per transport documents (such as airway bill, bill of lading, delivery order or shipping rail document) 2.2 Shipment inbound charges 			

CU Title	CU Code	CU Descriptor		CU Work Activities	Performance Criteria
		is to ensure that inbound cargo is handled properly and effectively in accordance with customer and regulatory requirements			calculated and recorded in database system and job file 2.3 Documents (such as payment voucher, petty cash voucher) prepared and submitted to supervisor for approval
			3.	Prepare customs import declaration	 3.1 Cargo HS CODE classified according to cargo Harmonised Commodity Description And Coding System (HS) 3.2 Shipping details keyed in Electronic Data Interchange (EDI) according to shipping documents and HS 3.3 Customs and free zone forms completed and submitted online according to customs regulatory requirements 3.4 Customs declaration supporting documents (such as temporary import permit) prepared and submitted to supervisor for approval 3.5 Indirect taxes (such as import duty, sales tax, excise duty) calculated according to standard rates 3.6 Completed custom forms submitted to customs station/complex and official receipt obtained according

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				to customs regulatory requirements
			4. Carry out cargo release from port authority	 4.1 Cargo location determined as per shipping documents (such as invoice, packing list, airway bill, cargo manifest, bill of lading, etc.) 4.2 "Free-time container" / "Free Storage Period" monitored as per shipping documents 4.3 Shipping documents submitted to port authority and Release Delivery Order obtained according to port authority requirements
			5. Inspect inbound cargo	 5.1 Inbound cargo physical conditions (such as quantity, total number of pieces, discrepancy, etc.) checked as per Release Delivery Order 5.2 Certifications (such as fumigation certificate, phytosanitary certificate, MSDS) checked to ensure compliance with relevant authorities requirements 5.3 Non-compliance and discrepancies (if applicable) reported to supervisor for further action

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			 Monitor inbound cargo transfer out from port 	 6.1 Loading of inbound cargo onto transport monitored to ensure safe loading 6.2 Related documents (such as delivery order, customs forms) handed over to transporter 6.3 Inbound cargo handling activities completion reported to supervisor for further action
2. Outbound cargo handling	IL-013- 2:2014- C02	Outbound Cargo Handling describes the competencies required to handle outbound cargo from the time it is received until it is ready for transportation to the required destination. Outbound cargo handling is carried out according to customer requirements and subject to Customs Act 1967, Customs Regulations 1977 and other related regulatory requirements.	1. Identify outbound cargo information	 1.1 Related cargo information determined from shipping documents 1.2 Shipment details (such as destination and shipment terms) determined as per shipping instructions 1.3 Workplace procedures and regulatory requirements interpreted and applied in handling outbound cargo
		The person who is competent in this CU shall be able to identify outbound cargo information, book cargo space, check outbound cargo packing and transportation mode, prepare bill of lading/ airway bill, label outbound cargo, inspect outbound cargo consignments, prepare customs export	2. Book cargo space	 2.1 Carrier/liner/transporter identified as per shipping instructions 2.2 Cargo space booked according to type and quantity of cargo 2.3 Cargo space booking status confirmed and confirmation details obtained from carrier/liner/transporter

CU Title	CU Code	CU Descriptor		CU Work Activities		Performance Criteria
		declaration, submit cargo to be transported and compile documents for billing. The outcome of this competency is to ensure that outbound cargo is handled properly and effectively in accordance with customer and regulatory requirements	3.	Check outbound cargo packing and transportation mode	3.2	Cargo description (such as normal, perishable, machinery, etc.) determined as per shipping documents Transportation mode for delivering outbound cargo (such as air freight, sea freight and land) determined as per shipping instructions Type of packing determined according to customer requirements
			4.	Prepare bill of lading/airway bill	4.2 4.3	Bill of lading draft/ airway bill draft for sea/air freight prepared according to shipping instructions Manifest for consolidated cargo prepared according to manifest format Bill of lading/airway bill draft submitted to supervisor for approval Bill of lading/ airway bill printed and sorted for submission to related departments
			5.	Label outbound cargo		Cargo information (such as types of cargo, destination, quantity, etc). determined according to shipping documents Cargo label prepared

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			6. Inspect outbound cargo consignments	 according to cargo information 5.3 Cargo labelled accurately and visibly 5.4 Cargo marking checked and tallied with shipping documents 5.5 ISPM 15 stamp and certification for wood packaging materials checked to ensure compliance with regulatory requirements 6.1 Outbound cargo information(such as dangerous goods, value amount, Standard Trade Act, etc.) determined from shipping documents 6.2 Export prohibition cargo documentation checked to ensure compliance with relevant regulatory requirements 6.3 ISPM Fumigation process (for wood packaging material -WPM) arranged, if applicable 6.4 Non-compliance and discrepancies (if applicable) reported to supervisor for further action

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			7. Prepare customs export declaration	 7.1 Cargo HS CODE classified according to cargo Harmonised Commodity Description And Coding System (HS) 7.2 Shipping details keyed in Electronic Data Interchange (EDI) according to shipping documents and HS 7.3 Customs and free zone forms completed and submitted online according to Customs Act 1967 requirements 7.4 Customs declaration supporting documents (such as temporary import permit) prepared and submitted to supervisor for approval 7.5 Indirect taxes (such as import duty, sales tax, excise duty) calculated according to standard rates 7.6 Completed custom forms submitted to customs station/complex and official receipt obtained according to Customs Act 1967 requirements

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			8. Submit cargo to be transported	 8.1 Final shipping documents prepared attached with all required export documents (such as invoice, packing list, certificate of origin) and submitted to relevant parties 8.2 Actual departure time confirmed and arrangement made for cargo delivery to port according to company procedures 8.3 Completed documents and cargo submitted to be transported according to company procedures 8.4 Cargo acceptance document received and
			9. Compile documents for billing	 9.1 Completed documents 9.1 Completed documents checked and compiled for billing 9.2 Outbound cargo handling charges recorded on costing sheet for billing 9.3 Documents duplicated for filing and submitted to accounts department for billing

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. Customs & Port Clearance	IL-013- 2:2014- C03	Customs & Port Clearance describes the competencies required to handle cargo declaration and inspection by customs and port authorities before it is cleared to be released out of the port. Customs clearance must comply with customs and port regulatory requirements and procedures. The person who is competent in this CU shall be able to determine customs documentation requirements, witness cargo legal inspection by customs, carry out customs clearance, make duty payment and carry out port clearance. The outcome of this competency is to ensure efficient clearance of cargo from customs and port authority in compliance with regulatory requirements	1. Determine customs documentation requirements	 1.1 Type of customs assessments and declarations determined according to type of cargo and customs requirements 1.2 Supporting documents determined according to customs requirements 1.3 Eligibility for duty, tax and excise exemption determined according to customer eligibility status 1.4 Transport transhipment documents determined according to shipping documents 1.5 Permit to release dutiable cargo applied according to customs requirements 1.6 Import permits and approval from other government agencies (OGA) checked to ensure compliance with regulatory requirements
			2. Witness cargo legal inspection by customs	 2.1 Cargo inspection arrangement prepared as per custom requirements 2.2 Information provided for legal inspection if required 2.3 Inspection document endorsement obtained upon successful inspection 2.4 Non-compliance and

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				discrepancies (if applicable) reported to supervisor for further action
			3. Carry out customs clearance	 3.1 Types of customs clearance (such as direct release-SISPEK, exemption, temporary import/ export, ATA Carnet) determined as per custom declaration requirements 3.2 Documents for release of cargo prepared and submitted according to customs requirements 3.3 Approval from customs officer obtained and duty paid according to customs requirements 3.4 Non-compliance and discrepancies (if applicable) reported to supervisor for further action
			4. Carry out port clearance	 5.1 Shipping documents and endorsed customs forms compiled for port clearance 5.2 Airport/ Port and storage charges paid according to port clearance requirements 5.3 Transport arranged and goods transported as per customer requirements

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
4. Logistics Inventory Control	IL-013- 2:2014- C04	Logistics Inventory Control describes the competencies required to carry out warehouse inventory control including stock check and updating of inventory records The person who is competent in this CU shall be able to interpret warehouse stock check instructions, check resource allocation, carry out cargo handling and stock check, and update warehouse cargo inventory records. The outcome of this competency is to ensure accuracy in warehouse inventory records as well as efficient handling of warehouse cargo in accordance with company Standard Operating Procedure (SOP).	 Interpret warehouse stock check instructions Check resource allocation 	 Type of warehouse, stock check and stock inventory determined according to stock check instructions Priority stock balance determined according to existing inventory records Inbound/ outbound cargo movement information determined according to existing inventory records Safety and security regulatory requirements determined to ensure compliance during stock check Stock check information determined according to stock check schedule Roles and responsibilities in stock check determined understood Warehouse area for stock check determined. Tools and equipment needed for stock check identified and prepared.

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			3. Carry out stock check	 3.1 Stock physical condition checked to ensure stock in required condition 3.2 Stock inventory accuracy confirmed through tally report 3.3 Stock variance (shortage damage, extra or expired) reported to superior for further action 3.4 Stock check checklist completed in an accurate manner. 3.5 Safety & security procedures practiced in accordance with regulatory requirements
			 Update warehouse cargo inventory records 	 4.1 Stock inventory records updated in database system 4.2 Stock inventory recorded according to item priority and by division 4.3 Requirement for replenishment requisition reported to superior
			5. Handle warehouse inbound cargo	 5.1 Cargo documents checked against physical goods for accuracy 5.2 Cargo details checked and discrepancies reported to superior, if applicable

CU Title	CU Code	CU Descriptor	CU Work Activities		Performance Criteria
				5.3 5.4 5.5 5.6 5.7	Binning (segregation & allocation) activities performed according to warehouse SOP Cargo identification tagging, labelling and coding carried out according to warehouse SOP Cargo stored at designated areas according to warehouse SOP Inventory system updated in a timely manner according to warehouse requirements Safety & security procedures practiced in compliance with regulatory requirements
			6. Handle warehouse outbound cargo	6.16.26.36.46.5	Outbound cargo handling requirements determined according to cargo release instructions Outbound cargo details obtained from database system Outbound cargo located based on tag Staging works performed according to warehouse SOP Cargo release

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				documentation prepared according to warehouse SOP 6.6 Safety & security procedures practiced in compliance with regulatory requirements
5. Logistics Data Administration	IL-013- 2:2014- C05	Data Administration describes the competencies required to use database management system to generate customer and operations database. The person who is competent in this CU shall be able to generate shipment job file, compile customer records, distribute shipment job file and update data administration records. The outcome of this competency is to ensure that logistics operation and customer data are compiled, recorded and disseminated according to company Standard Operating Procedure (SOP) and comply with data protection requirements	 Generate shipment job file Compile customer records 	 Shipment information obtained as per shipment documents Customer information and shipment details keyed in database system Job number allocated and job file created according to company SOP Shipping documents compiled according to job file checklist Customer data handled in compliance with regulatory requirements Database system accessed according to authorised level Customer data keyed in and organised in accordance with company SOP Customer profiling updated as per company database system format Customer data handled in

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			3. Update data administration records	compliance with regulatory requirements 3.1 Relevant information extracted from shipping
				 documents and keyed in database system 3.2 Updated shipment data sent or printed upon request 3.3 Database system and information handled in compliance with company SOP
			4. Distribute shipment job file	 4.1 Documents sorted according to receivers' list 4.2 Letter/email reference number obtained, draft written and submitted to superior for approval 4.3 Shipment information circulated according to receivers' list 4.4 Acknowledgement obtained from receivers to ensure information is circulated
6. Shipment Hub Processing	IL-013- 2:2014- E01	Shipment Hub Processing describes the competencies required to segregate shipment before it is handed over to the courier and line haul for delivery. The person who is competent in this CU shall be able to inspect	 Inspect hub processing tools and equipment functionality 	 Hub processing materials, tools and equipment inspected according to inspection checklist. Preliminary inspection checklist submitted to superior for approval

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		hub processing tools and equipment functionality, check in customer shipment, perform shipment coding, rectify hub processing service exception and hand over/ upload/ release shipment. The outcome of this competency is to provide accurate sorting and maintain timely processing of shipment in accordance with company policy and Standard Operating Procedure (SOP).	 Check in customer shipment Perform shipment coding 	 2.1 Shipment checked in for inbound records 2.2 Shipment labelled according to nature of shipment. 2.3 Physical shipment and quantity checked and balanced according to pick-up sheet and consignment manifest. 3.1 Recipient shipment information checked for accuracy and completeness 3.2 Shipment coded according to recipient address (abbreviation). 3.3 Shipment sorted according to code/area and types of shipment. 3.4 East Malaysia (EM) and International (INT) shipment packed according to company standard packaging
			 Rectify hub processing service exception 	 guidelines 4.1 Incomplete address and insufficient documentation identified 4.2 Hub processing service exception resolved according to company rectification procedure

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			5. Hand over/ up load shipment	 5.1 Linehaul movement determined according to assigned vehicle 5.2 Shipment recorded and checked out according to East Malaysia (EM)/
				 Peninsular Malaysia (PM) delivery requirements. 5.3 Shipment segregated and handed over/ up loaded according to shipment hub processing procedures
				5.4 Shipment quantity checked against manifest5.5 Manifest acknowledged by linehaul or courier

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR INTEGRA			EGRATED LOGISTICS SERVICES						
SUB SECTOR INTEG		INTEGR	NTEGRATED LOGISTICS SERVICES PROVIDER						
JOB AREA LOGISTIC		CS							
NOSS TITLE LOGIST			CS OPERAT	ION					
COMPETENCY UNIT TITLE INBC			NBOUND CARGO HANDLING						
release			 The person who is competent in this competency unit shall be able to handle inbound cargo from arrival until its elease from the port according to customer requirements and customs regulatory requirements. Ipon completion of this competency unit, trainees will be able to:- check cargo arrival status prepare shipment inbound charges/ terms documentation prepare customs import declaration carry out cargo release from port authority inspect inbound cargo monitor inbound cargo transfer out from the port 						
COMPETENCY UNIT ID		IL-013-2	:2014-C01	LEVEL	2	TRAINING DURATION	120 HOURS	SKILL CREDIT	12
Work Activities	Related Kno	wledge	Relate	ed Skills		ude/Safety/ ronmental	Training Hours	Delivery Mode	Assessment Criteria
 Check cargo arrival status 	 i. Types of ship transaction Inbound Outbound ii. Types of ship modes Sea Full C 	d	docume informa ii. Track a iii. Utilize o system	tion nd trace cargo cargo tracking n cargo actual	check	ough in ting cargo I information	6 14	Lecture Discussion Problem-based Learning Demonstration Project	i. Shipping documents interpreted to extract related shipping documents information

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	Load (FCL) - Loose Container Load (LCL) - Bulk • Air - Main deck - Lower deck - Lower deck - Bulk - Unit Load Device (ULD) • Land such as - Full Truck Load (FTL) / Chartered truck - Loose Truck Load (LTL) / Consolidated Cargo - Bonded / Non bonded iii. Types of cargo • General cargo • Dangerous goods (DG) • Perishable • Valuable • Fragile • Sensitive • Weapon • Vulnerable • Human remains iv. Types of shipping documents	 v. Check cargo actual location vi. Update cargo arrival status and shipment details in database system 	<u>Safety:</u> i. Consider related cargo safety and security requirements <u>Environmental:</u> i. Consider related environmental regulatory requirements			 ii. Cargo tracked and traced using cargo tracking system iii. Cargo actual arrival status confirmed via cargo notification received iv. Cargo actual location checked v. Cargo arrival status and shipment details updated in database system

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	 Invoice Packing list Airway bill Bill of lading Material safety data sheet (MSDS) Permits (such as import permit-AP, Energy and Electric Commission (EEC, Jabatan Bekalan Elektrik-JBE permit) Fumigation certificate Types of cargo tracking systems Air cargo tracking system Liner tracking system Land tracking system Land tracking system (GPS, etc) Vi. Track and trace cargo status details Estimated Time of Departure (ETD) Estimated Time of Arrival (ETA) Discrepancy (such as offload, delay, short-landed, partial shipment) 					

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	 vii. Methods of cargo arrival status notification Vessel - notice of arrival Flight - airline confirmation Road - booking confirmation Rail - notice of arrival viii. Cargo shipment details Master Airway Bill (MAWB) number House Airway Bill (HAWB) number House Airway Bill (HAWB) number Master Bill of Lading (MBL) number / House Bill of Lading (HBL) number Container number Shipper/consignor Receiver/ consignee Quantity (such as pieces, skid, pallet, container, crate, loose cartons) Weight (such as kilo, tonnage, cubic meter, volumetric) 					

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
Work Activities	Related Knowledge• Arrival date• Port of loading (POL)• Port of discharge (POD)i. Types of shipment inbound charges• Prepaid• Collectii. INCOTERMS, such as• Delivery Duty Paid (DDP)• Delivery at Place (DAP)• Free On- Board(FOB)• ex-work• Cost Insurance Freight (CIF)	 i. Determine types of shipment inbound charges ii. Interpret inbound local charges iii. Interpret INCOTERMS iv. Calculate inbound shipment charges v. Prepare payment voucher vi. Submit documents for approval vii. Record shipment inbound charges in 	Environmental Attitude: i. Accurate in calculating charges ii. Meticulous in preparing documents Safety: i. Comply with related cargo safety and security requirements Environmental:			i. Types of shipment inbound charges determined ii. Inbound local charges interpreted iii. INCOTERMS interpreted iv. Inbound shipment charges calculated
	 Cost and Freight (CNF) iii. Types of inbound local charges Airport fee (terminal charges, break-bulk fee, airport transfer fee) Port charges (terminal handling charges, agency fees and other shipping charges) Land fee/ cross- 	database system and job file	i. Comply with related environmental regulatory requirements			 v. Payment voucher prepared vi. Shipment inbound charges recorded in database system and job file vii. Inbound charges and terms prepared in compliance

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
Work Activities	border (levy charges, government service tax-GST, permit fee) iv. Types of shipment charges • Air freight collect charges • Ocean freight collect charges • Trucking charges • Trucking charges • Trucking charges v. Methods of inbound shipment charges calculation • Transaction value method • Identical value method • Similar value	Related Skills				
	 method Deductive value method Computed value method Fallback value method vi. Inbound operations governing agencies International Air Tariff Agency (IATA) Air Freight Federation Association 					

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	Malaysia (AFAM) Federal Malaysian Freight Forwarders (FMFF) association Kastam Diraja Malaysia vii. Data record system Database system Job file 					
3. Prepare customs import declaration	 i. Types of Cargo Harmonise codes H⁴ S⁶ CODE HS WCO 9 ii. Shipping details Types of goods descriptions Goods classification by Customs Headquarters Country of origin (AFTA, Japan/ Korea) iii. Related regulations of Customs Act 1967 Sales Tax Act 1972 Customs Prohibition of Import Order 1998 Customs 	 i. Classify cargo Harmonise Code ii. Key in shipping details in <i>Sistem</i> <i>Maklumat Kastam</i> (SMK) / Electronic Data Interchange (EDI) via online iii. Calculate indirect taxes iv. Print draft customs forms v. Complete free zone declaration form vi. Perform online submission of declaration forms (customs /free zone) xiv. Prepare declaration application supporting documents vii. Obtain customs registration number and station code 	<u>Attitude:</u> i. Accurate in preparing documents ii. Comply with customs regulatory requirements Safety: i. Comply with related cargo safety and security requirements <u>Environmental:</u> i. Comply with related cargo safety and security requirements	6	Lecture Discussion Problem-based Learning Demonstration Project	 i. Cargo Harmonise Code classified ii. Shipping details keyed in <i>Sistem</i> <i>Maklumat</i> <i>Kastam</i> (SMK) / Electronic Data Interchange (EDI) via online iii. Indirect taxes calculated accurately iv. Draft customs form printed v. Free zone declaration

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	Prohibition of Export Order 1998 Customs Duty Order 1996 Customs Duty Order (ASEAN origin cargo) (Common Effective Preferential Tariff (CEPT) Scheme1995) iv. Types of customs forms such as Custom form K1 Custom form K3 Custom form K3 Custom form K8 V. <i>Sistem Maklumat Kastam</i> (SMK/EDI) vi. Calculation of indirect taxes Import duty Sales tax Excise duty vii. Types of exemptions Full exemption (Licence Manufacturing Warehouse- LMW) Sales tax exemption (CJ5) Ministry Of Finance (MOF) exemption	viii. Submit customs forms to Customs Complex ix. Obtain customs official receipt/ /custom chit				form completed with related details vi. Online submission of declaration forms (customs /free zone) performed vii. Declaration application supporting documents prepared viii. Customs registration number and station code obtained ix. Customs forms submitted to Customs Complex x. Customs official receipt/ /custom chit obtained and filed xi. Customs import

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	 Malaysia 					declaration
	International Trade					prepared in
	& Industry (MITI)					compliance
	exemption					with safety,
	Temporary import avamption					security and environment
	exemption viii. Types of free zone					al regulatory
	declaration forms					requirements
	 Import - ZB1 					
	Domestic					
	transhipment - ZB3					
	Trading/labelling/					
	break-bulk - ZB4					
	ix. Customs registration					
	number and station					
	code					
	x. Declaration					
	application supporting					
	documents					
	 Temporary import 					
	permit					
	Exemption					
	approvalGeneral Bond					
	 Bank Guarantee 					
	xi. Other Government					
	Agency (O.G.A)					
	approval					
	Health department					
	Agriculture					
	department					
	xii. Customs departments					
	and functions					
	Import export					

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	department Bank Guarantee Section xiii. Customs official receipt / custom chit 					
4. Carry out cargo release from port authority	 i. Types of shipping documents for cargo release Master airway bill, bill of lading Manifest Invoice Packing list Custom receipt/chit ii. Airline ground handler /port authority Air (KLAS, MAS) Sea (Westport, Northport, Penang Port, Johor Port, Port of Tanjung Pelepas) iii. Free storage period Air – 36 hours Sea Full Container Load (FCL) storage (96 /72 hours), demurrage / detention Sea LCL – storage (3 days on un-stuffing of container) 	 i. Check shipping documents ii. Confirm airline ground handler/port authority iii. Monitor free storage period iv. Submit shipping documents to port authority v. Obtain delivery note 	 <u>Attitude:</u> Thorough in checking documents Comply with regulatory requirements <u>Safety:</u> Comply with related cargo safety and security requirements <u>Environmental:</u> Comply with related environmental regulatory requirements 	6	Lecture Discussion Problem-based Learning Demonstration Project	 i. Shipping documents checked for completeness ii. Airline ground handler/port authority confirmed iii. Free storage period of cargo confirmed iv. Shipping documents submitted to port authority and delivery note obtained v. Cargo port release carried out in compliance with safety, security and environment al regulatory requirements

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Inspect inbound cargo	 i. Cargo information Types of cargo Types of packing (such as carton boxes, rolls, bundles, jumbo bag, skid, pallet, container, crate, loose cartons) ii. Types of inspection Physical conditions Quantity tally count iii. Outer packing condition indicators Indicator shock watch Tip & tilt watch Fragile arrow Shipping standard marking iv. Cargo certification Fumigation certificate Phytosanitary certificate Physical condition (such as torn, leak, indicator turns red, smell, broken) Difference in quantity Misplace 	 i. Check cargo information ii. Check inbound cargo physical condition iii. Check related cargo certification iv. Record inspection findings v. Record and report discrepancy found (if applicable) 	Attitude: i. Thorough in inspecting cargo ii. Firm in ensuring compliance during inspection Safety: i. Adhere to safety and security procedures Environmental: i. Comply with related environmental regulatory requirements	6	Lecture Discussion Problem-based Learning Demonstration Project	 i. Cargo information checked for accuracy ii. Inbound cargo physical condition checked to ensure there is no discrepancy iii. Related cargo certificate checked to ensure compliance with related regulatory requirements iv. Inspection findings recorded v. Discrepancy recorded and reported, if applicable vi. Cargo inspection carried out in compliance

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	Short landed					with related safety, security and environment al regulatory requirements
 Monitor inbound cargo transfer out from port 	 i. Types of trucks Prime mover Bonded / non-bonded Box truck Low-loader Open truck Air-suspension truck Air-ride truck Refrigerated truck Multi axle truck Security armour truck ii. Lifting equipment Forklift Crane Reach truck Hand-jack iii. Cargo handling procedures iv. Types of transport documents Delivery order Customs form Shipping documents 	 i. Check transportation mode ii. Check to ensure safe loading of cargo onto transport iii. Handover transport documents iv. Report completion of inbound cargo handling 	 <u>Attitude:</u> Systematic in monitoring transfer of cargo out from port <u>Safety:</u> Adhere to safety procedures <u>Environmental:</u> Comply with related environmental regulatory requirements 	6	Lecture Discussion Problem-based Learning Demonstration Project	 i. Transportation mode checked according to shipping documents ii. Loading of cargo onto transport checked to ensure compliance with safety procedures iii. Related transport documents handed over to transporter iv. Completion of inbound cargo handling reported in required format

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	 Purchase order v. Personal Protective Equipment (PPE) (such as helmet, shoes, vest, mask, etc) 					

Employability Skills

Core Abilities	Social Skills
 01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 01.04 Analyse information. 01.05 Utilize the Internet to locate and gather information. 01.06 Utilize word processor to process information 02.01 Interpret and follow manuals, instructions and SOP's. 02.02 Follow telephone/telecommunication procedures. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 02.06 Write memos and letters. 02.07 Utilize Local Area Network (LAN)/ Intranet to exchange information. 03.01 Apply cultural requirement to the workplace. 03.02 Demonstrate integrity and apply practical practices. 03.03 Accept responsibility for own work and work area. 03.04 Seek and act constructively upon feedback about work performance. 03.05 Demonstrate safety skills. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 	 Communication skills Conceptual skills Interpersonal skills Learning skills Leadership skills Multitasking and prioritising Self-discipline Teamwork

Core Abilities	Social Skills
03.08 Develop and maintain cooperation within work group.	
04.01 Organize own work activities.	
04.02 Set and revise own objectives and goals.	
04.03 Organize and maintain own workplace.	
04.04 Apply problem solving strategies.	
04.05 Demonstrate initiative and flexibility	
06.01 Understand systems.	
06.02 Comply with and follow chain of command.	
06.03 Identify and highlight problems.	
06.04 Adapt competencies to new situations/systems	
06.05 Analyse technical systems.	
06.06 Monitor and correct performance of systems	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
 Sample shipping documents Invoice Packing list Airway bill Bill of lading Material safety data sheet (MSDS) 	1:1
 Permits (such as import permit-AP, Energy and Electric Commission (EEC, Jabatan Bekalan Elektrik-JBE permits) Fumigation certificate Various types of cargo Sample MITI Documents Sample Customs Forms Sample Free Zone Declaration Forms 	1:10 1:1 1:1 1:1

ITEMS	RATIO (TEM : Trainees)
6. Web Tracking System	1:25
7. Personal Protective Equipment	1:1

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5.	Thomas E. Johnson, Donna L. Bade (2010), Export/Import Procedures And Documentation, Amacom, ISBN 0814415504
6.	C.Rama Gopal (2008), Export Import Procedures - Documentation And Logistics, New Age, International, ISBN 8122418503
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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR		INTEGRA	TED LOGIS	TICS SERVIO	CES				
SUB SECTOR		INTEGRA	INTEGRATED LOGISTICS SERVICES PROVIDER						
JOB AREA		LOGISTI	CS						
NOSS TITLE		LOGISTI	LOGISTICS OPERATION						
COMPETENCY UNIT	T TITLE	OUTBOU	ND CARGO	HANDLING					
LEARNING OUTCO	ME	The person who is competent in this competency unit shall be able to handle outbound cargo from the time it is received until it is ready to be transported to the required destination. Upon completion of this competency unit, trainees will be able to:- identify outbound cargo information book cargo space check outbound cargo packing and transportation mode prepare bill of lading/ airway bill label outbound cargo inspect outbound cargo consignments prepare customs export declaration submit cargo to be transported compile documents for billing				from the time it is			
PRE-REQUISITE (i	if applicable)						400		
COMPETENCY UNIT	ГID	IL-013-2	:2014-C02	LEVEL	2	TRAINING DURATION	180 HOURS	SKILL CREDIT	18
Work Activities	Related Know	wledge	Relate	ed Skills		ude/Safety/ ironmental	Training Hours	Delivery Mode	Assessment Criteria
 Identify outbound cargo information 	 Types of ship transaction Inbound Outbound 		docume informa		chec	ough in king inbound o information	6	Lecture Discussion Problem-based Learning	i. Shipping documents listed ii. Shipping

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	 ii. Types of shipment modes Sea Full Container Load (FCL) Loose Container Load (LCL) Bulk Air Main deck Lower deck Bulk Unit Load Device (ULD) Land such as Full Truck Load (FTL) / Chartered truck Loose Truck Load (LTL) / Consolidated Cargo Bonded / Non bonded iii. Types of cargo General cargo Dangerous goods (DG) Perishable Valuable Fragile Sensitive Weapon 	instructions iii. Determine cargo information	<u>Safety:</u> i. Comply with related cargo safety and security requirements <u>Environmental:</u> i. Comply with related environmental regulatory requirements	14	Demonstration Project	instructions interpreted to extract related outbound cargo information listed

 Vulnerable Human remains Types of shipping documents Invoice Packing list Material safety data sheet (MSDS) Permits (such as AFTA, export permit-AP, ATA Carnet, Energy and Electric Commission (EEC, Jabatan Bekalan Elektrik-JBE permit) Fumigation certificate Phytosanitary certificate Shipper details Shipper details Shippen terms Volume of cargo Special instructions vi. Regulatory 	Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
requirements:		 Vulnerable Human remains iv. Types of shipping documents Invoice Packing list Material safety data sheet (MSDS) Permits (such as AFTA, export permit-AP, ATA Carnet, Energy and Electric Commission (EEC, <i>Jabatan Bekalan</i> <i>Elektrik</i>-JBE permit) Fumigation certificate Phytosanitary certificate Phytosanitary certificate Shipping Instructions such as Destination details Shipper details Consignee details Shipment terms Volume of cargo Special instructions 		Environmental	Hours	Mode	Criteria

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
Work Activities	Related KnowledgerequirementsRelated Strategic Trade Act 2010 requirementsRelated OSHA requirementsRelated OSHA requirementsi. Cargo space booking information requirementsshipping information (date, time, weight/ volume)Carrier schedule (flight/vessel)Shipping terms (INCOTERM)ii. Factors for selection of carrier/liner 	 Related Skills i. Determine shipping requirements ii. Identify carrier/liner company iii. Book cargo space iv. Confirm cargo space booking status v. Obtain confirmation details (AWB- reference number/booking number) 	Environmental Attitude: i. Systematic in booking cargo space ii. Carry out task in a timely manner iii. Comply with instructions given Safety: i. Comply with related cargo safety and security requirements Environmental: i. Comply with related environmental regulatory			i. Shipping requirements determined as per shipping documents and shipping instructions ii. Carrier/liner company identified iii. Cargo space booked and confirmed iv. Confirmation details (AWB- reference number/book ing number)
	 Types of commodities Types of services Cargo space booking methods Online booking (such as e- booking for shipping line, e- 		requirements			obtained

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Check outbound cargo	AWB for airline) • e-mail iv. Cargo space booking confirmation details • AWB reference number for airline • Booking number for shipping line • Booking order form for trucking i. Types of packing • carton boxes	i. Check cargo packing type	<u>Attitude:</u> i. Detailed in	6	Lecture Discussion	i. Cargo packing type
packing and transportation mode	 rolls bundles jumbo bag skid/pallet container/isotank crate loose cartons ii. Outer packing condition indicators Indicator shock watch Tip & tilt watch Fragile arrow Shipping standard marking iii. Types of trucks Prime mover Bonded / non- bonded Box truck Low-loader Open truck 	 ii. Check outer packing condition indicator iii. Check transportation mode 	checking cargo packing and transportation mode <u>Safety:</u> i. Comply with related cargo safety and security requirements <u>Environmental:</u> i. Comply with related environmental regulatory requirements	14	Problem-based Learning Demonstration Project	checked ii. Outer packing condition indicator checked iii. Transportati on mode checked iv. Related safety, security and environment al regulatory requirements adhered

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Prepare bill of lading/ airway bill	 Air-suspension truck Air-ride truck Refrigerated truck Multi axle truck Security armour truck Shipping instruction Destination details Shipper details Consignee details Shipment terms Volume of cargo Special instructions ii. Bill of lading details iii. Airway bill details iv. Mode of transportation v. Destination (port of discharge) vi. Incoterms (PP/CC) vii. Quantity viii. Dimension ix. Job number x. Document formats xi. Shipping instruction for sea/ air freight xii. Manifest 	 i. Draft bill of lading /airway bill ii. Create manifest for consolidated cargo iii. Submit draft bill of lading /airway bill for confirmation and approval iv. Produce completed bill of lading/airway bill 	<u>Attitude:</u> i. Meticulous in preparing bill of lading/ airway bill <u>Safety:</u> i. Comply with related cargo safety and security requirements <u>Environmental:</u> i. Comply with related environmental regulatory requirements	6	Lecture Discussion Problem-based Learning Demonstration Project	 i. Bill of lading /airway bill drafted and submitted for approval ii. Manifest for consolidated cargo created iii. Completed bill of lading/ airway bill produced iv. Related safety, security and environmen tal regulatory requirement adhered
5. Label outbound cargo	 i. Types of labels Standard carrier label (barcode) Safety label (DG 	 i. Check cargo information ii. Prepare cargo label iii. Paste label on cargo 	<u>Attitude:</u> i. Accurate in label preparation ii. Emphasise	6	Lecture Discussion Problem-based Learning	i. Cargo information checked accurately

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	class) Position label (upright arrow, forklifting label) Perishable label Fragile label Wood Packing Material (WPM) Special label indicator i. Types of markings non-stackable temperature running number ii. ISPM certification iv. Label details information Airway bill number Quantity Destination Consignee details v. Position of label vi. Quality of printed label	iv. Check ISPM stamp and certification on Wood Packing Material	neatness in cargo labelling iii. Comply with labelling requirements <u>Safety:</u> i. Comply with safety and security regulatory requirements <u>Environmental:</u> i. Comply with related environmental regulatory requirements	14	Demonstration Project	 ii. Cargo label prepared according to format iii. Cargo label pasted accurately iv. ISPM stamp and certification on Wood Packing Material checked to ensure compliance v. Related safety, security and environmen tal regulatory requirement adhered
 Inspect outbound cargo consignments 	 i. Cargo information Types of cargo Types of packing (such as carton boxes, rolls, bundles, jumbo bag, skid, pallet, container, crate, loose cartons) 	 i. Check cargo information ii. Check outbound cargo physical condition iii. Report discrepancy found iv. Check export prohibition cargo documentation 	<u>Attitude:</u> i. Meticulous in inspection of consignment ii. Comply with regulatory requirements	6	Lecture Discussion Problem-based Learning Demonstration Project	 i. Cargo information checked to ensure accuracy ii. Outbound cargo physical condition

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	 ii. Types of inspection Physical conditions Quantity tally count iii. Outer packing condition indicators Indicator shock watch Tip & tilt watch Fragile arrow Shipping standard marking iv. Types of discrepancy Physical condition (such as torn, leak, indicator turns red, smell, broken) Difference in quantity Misplace Short landed v. Export prohibition cargo documentation Phytosanitary certificate of origin vi. IPPC/ISPM fumigation marking/stamp 	v. Check IPPC/ISPM fumigation marking/stamp	<u>Safety:</u> i. Comply with safety and security regulatory requirements <u>Environmental:</u> i. Comply with related environmental regulatory requirements			 checked to ensure cargo in specified condition iii. Any discrepancy found reported, if applicable iv. Export prohibition cargo documentati on checked to ensure compliance with regulatory requirements v. EPPC/ISPN fumigation marking/sta mp checked to ensure compliance with regulatory requirements v. EPPC/ISPN fumigation marking/sta mp checked to ensure compliance with regulatory requirements vi. Related safety, security and environment al regulatory requirements adhered

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
7. Prepare customs export declaration	 i. Types of Cargo Harmonise codes H⁴ S⁶ CODE HS WCO 9 ii. Shipping details Types of goods descriptions Goods classification by Customs Headquarters Country of destination (AFTA , Japan/ Korea) iii. Types of customs forms such as Custom form K2 Custom form K3 Custom form K5 Custom form K8 Custom form K8 Custom form K9 iv. Sistem Maklumat Kastam (SMK/EDI) v. Calculation of Excise duty vi. Types of exemptions Full exemption (Licence Manufacturing Warehouse- LMW) Sales tax exemption (CJP2) Ministry Of Finance (MOF) 	 i. Classify cargo Harmonise Code ii. Key in shipping details in <i>Sistem</i> <i>Maklumat Kastam</i> (SMK) / Electronic Data Interchange (EDI) via online iii. Calculate indirect taxes iv. Print draft customs form v. Check accuracy of customs declaration details vi. Complete free zone declaration form vii. Perform online submission of declaration forms (customs /free zone) xii. Prepare declaration application supporting documents viii. Obtain customs registration number and station code ix. Submit customs forms to Customs complex x. Obtain and file customs official receipt/ /custom chit 	<u>Attitude:</u> i. Systematic in preparing documentation ii. Comply with regulatory requirements <u>Safety:</u> i. Comply with safety regulatory requiremental: i. Comply with related environmental regulatory requirements	6	Lecture Discussion Problem-based Learning Demonstration Project	 i. Cargo Harmonise Code classified correctly ii. Shipping details accurately keyed in Sistem Maklumat Kastam (SMK) / Electronic Data Interchange (EDI) via online iii. Indirect taxes calculated accurately iv. Draft customs form printed and details checked for accuracy v. Fee zone declaration form completed with related details vi. Declaration

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	exemption Malaysia International Trade & Industry (MITI) exemption vii. Types of free zone declaration forms Export – ZB2 Domestic transhipment - ZB3 Trading/labelling/ break-bulk - ZB4 viii. Customs registration number and station code ix. Other Government Agency (O.G.A) approval Health department Agriculture department X. Customs import export departments and functions xi. Customs official receipt / custom chit					forms (customs /free zone) submitted online vii. Declaration application supporting documents prepared viii. Customs registration number and station code obtained ix. Completed customs forms submitted to Customs Complex X. Customs official receipt/ /custom chit obtained and filed xi. Customs declaration prepared in compliance with related safety, security and environment

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
						al regulatory requirements
	 i. Shipping documents Invoice Packing list Airway bill Bill of lading Material safety data sheet (MSDS) Permits (such as AFTA, import permit-AP, Energy and Electric Commission (EEC, <i>Jabatan Bekalan</i> <i>Elektrik-JBE</i>) Fumigation certificate Other Government Agency (OGA) documents ii. Departure Schedule Sea freight (port cut - off time receiving) Air freight (airline cut- off time receiving) Land trucking schedule iii. Cargo handling discrepancies Roll over 	 i. Compile final shipping documents ii. Confirm actual departure time (flight/ vessel) iii. Arrange cargo delivery to port iv. Report discrepancies or abnormalities v. Submit final documents and cargo vi. Receive cargo acceptance documents 	 <u>Attitude:</u> Systematic in carrying out cargo submission Comply with regulatory requirements Communicate effectively with related parties <u>Safety:</u> Comply with safety regulatory requirements <u>Environmental:</u> Comply with related environmental regulatory requirements 	6	Lecture Discussion Problem-based Learning Demonstration Project	 i. Complete final shipping documents compiled ii. Actual departure time (flight/ vessel) confirmed accurately iii. Cargo delivery to port arranged iv. Discrepanci es or abnormaliti es reported, if applicable v. Final documents and cargo submitted for delivery vi. Cargo acceptance documents received and filed vii. Related safety,

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	 Offload Overload Damaged Abnormal situations Cancellation Delay Natural disaster Riot Strike 					security and environmen tal regulatory requirement adhered
9. Compile documents for billing	 i. Billing documents Shipping documents Charges receipt Customs forms Cargo acceptance forms Tally sheet Weight slip ii. Cargo handling charges Freight rate Port/airport handling charges Export duty Excise duty Export permit levy SMK/EDI fee Customs form fee Pass paper examination / customs examination Terminal charges 	 i. Finalise documents for billing ii. Record outbound cargo handling charges on costing sheet iii. Duplicate documents for filing iv. Submit documents to accounts department 	 <u>Attitude:</u> Systematic in documentation <u>Safety:</u> Comply with related cargo safety and security requirements <u>Environmental:</u> Comply with related environmental regulatory requirements 	6	Lecture Discussion Problem-based Learning Demonstration Project	 i. Documents finalised for billing ii. Outbound cargo handling charges recorded on costing sheet iii. Documents duplicated for filing iv. Documents submitted to accounts department v. Related safety, security and environment al regulatory requirements adhered

Work Activitie	es Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	 Manpower overtime wages iii. Costing sheet preparation method Manual Computerised 					

Employability Skills

Core Abilities	Social Skills
 01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 01.04 Analyse information. 01.05 Utilize the Internet to locate and gather information. 01.06 Utilize word processor to process information 02.01 Interpret and follow manuals, instructions and SOP's. 02.02 Follow telephone/telecommunication procedures. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 02.06 Write memos and letters. 02.07 Utilize Local Area Network (LAN)/ Intranet to exchange information. 02.08 Prepare pictorial and graphic information 	 Communication skills Conceptual skills Interpersonal skills Learning skills Leadership skills Multitasking and prioritising Self-discipline Teamwork

Core Abilities	Social Skills
03.01 Apply cultural requirement to the workplace.	
03.02 Demonstrate integrity and apply practical practices.	
03.03 Accept responsibility for own work and work area.	
03.04 Seek and act constructively upon feedback about work performance.	
03.05 Demonstrate safety skills.	
03.06 Respond appropriately to people and situations.	
03.07 Resolve interpersonal conflicts.	
03.08 Develop and maintain a cooperation within work group.	
04.01 Organize own work activities.	
04.02 Set and revise own objectives and goals.	
04.03 Organize and maintain own workplace.	
04.04 Apply problem solving strategies.	
04.05 Demonstrate initiative and flexibility	
06.01 Understand systems.	
06.02 Comply with and follow chain of command.	
06.03 Identify and highlight problems.	
06.04 Adapt competencies to new situations/systems	
06.05 Analyse technical systems.	
06.06 Monitor and correct performance of systems	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
 8. Sample shipping documents Invoice Packing list Airway bill Bill of lading Material safety data sheet (MSDS) Permits (such as AFTA, import permit-AP, Energy and Electric Commission (EEC, Jabatan Bekalan Elektrik-JBE) Fumigation certificate 9. Various types of cargo 	RATIO (TEM : Trainees) 1:1 1:10 1:1
 10. Sample MITI Documents 11. Sample Customs Forms 12. Sample Free Zone Declaration Forms 13. Web Tracking System 14. Personal Protective Equipment 	1:1 1:1 1:25 1:1

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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR		INTEGR/	NTEGRATED LOGISTICS SERVICES						
SUB SECTOR		INTEGR/	NTEGRATED LOGISTICS SERVICES PROVIDER						
JOB AREA		LOGISTI	CS						
NOSS TITLE		LOGISTI	CS OPERAT	ΓΙΟΝ					
COMPETENCY UNIT	T TITLE	CUSTOM	IS & PORT (CLEARANCE					
LEARNING OUTCO	customs a Customs F Upon com • det • wit • car	and port auth Regulations 19 pletion of this termine custor	orities before i 977 competency ur ms documentat gal inspection b s clearance	t is releas hit, trainees ion require	ed out of the p s will be able to: ements	oort.in compl		and inspection by ms Act 1967 and	
PRE-REQUISITES	(if applicable)								
COMPETENCY UNIT	ΓID	IL-013-2	:2014-C03	LEVEL	2	TRAINING DURATION	100 HOURS	SKILL CREDIT	10
Work Activities	Related Kno	wledge	Relate	ed Skills		ude/Safety/ ronmental	Training Hours	Delivery Mode	Assessment Criteria
 Determine customs documentation requirements 	 i. Types of sh transactions Internation Domestion Tranship Types of cu declaration Import/ex customs 	s onal c ment stoms	shipmen ii. Determir customs iii. Determir customs iv. Determir customs	ne types of declaration ne types of assessment ne types of	ident docu requi iii. Com custo	culous in ifying customs mentation rements ply with oms regulatory rements	8	Lecture Discussion Problem-based Learning Demonstration Project	 Type of shipment determined Type of customs declaration determined Type of customs

Work Activities Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
 ATA carnet (temporary approval) Exhibition Events Demonstration Evaluation etc Free zone clearance iii. Types of customs assessments Normal assessment 100% physical checking Break seal Scanning iv. Types of customs forms Customs form K1 Customs form K2 Customs form K3 Customs form K3 Customs form K8 Customs form K8 Customs form K8 Customs form K9 v. Shipping documents Airway Bill (AWB) Bill of Lading (BL) Invoice Packing list vi. Supporting documents Material Safety 	documents vi. Determine transport transhipment documents vii. Apply permit to release dutiable cargo viii. Check shipping documentation ix. Check import permits x. Check approval from other government agencies (OGA)	 <u>Safety:</u> Comply with related cargo safety and security requirements <u>Environmental:</u> Comply with related environmental regulatory requirements<u>:</u> 			assessment determined iv. Types of customs forms listed v. Required supporting documents listed vi. Transport transhipment documents listed vii. Permit to release dutiable cargo applied viii. Shipping documentatio n, import permits and approval from OGA listed

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	Data Sheet					
	(MSDS)					
	Certificate of Origin					
	(COO)					
	Temporary					
	approval					
	∘ Bank					
	Guarantee					
	 Liner release 					
	letter					
	Exemption letter					
	Bond					
	vii. Transport Transhipment					
	declaration					
	• ZB1					
	• ZB3					
	• ZB4					
	viii. Types of prohibited					
	cargo					
	Wood					
	Rubber					
	 Food stuff (Fruits, 					
	sugar, vegetables,					
	frozen food)					
	ix. Types of permit					
	Malaysian Timber					
	Industry Board					
	(MTIB) permit					
	 Malaysian 					
	Quarantine and					
	Inspection Service					
	(MAQIS) permit					
	 Food Safety 					

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	Information Malaysia (FOSIM permit • Lembaga Kemajuan Ikan Malaysia (LKIM) permit • Types of exemption • Full exemption (Licence Manufacturing Warehouse -LMW) • Sales tax exemption (CJ5) • Ministry Of Finance (MOF) exemption • Malaysia International Trade & Industry (MITI) exemption • Temporary import exemption • Temporary import exemption • Temporary import exemption • Temporary import exemption • Ministry of Health • Ministry of Agriculture (MOA) • Ministry of Finance (MOF) • Malaysia International Trade & Industry (MITI)					

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
 Witness cargo legal inspection by customs 	 i. Types of cargo for inspection Temporary import/ export cargo Cargo for repair Ship spare Incorrect HS-Code Country of origin (China, India, Pakistan, ASEAN, etc) ii. Inspection location On site Customs complex iii. Inspection documents Airway bill Bill of lading Invoice Packing list Product catalogue iv. Cargo contents Quantity Specifications v. Types of inspection abnormalities Over tonnage Under declared cargo Damaged cargo 	 i. Determine types of cargo for inspection arrangement ii. Crosscheck cargo contents iv. Obtain customs inspection document endorsement v. Report abnormalities cases to superior 	<u>Attitude:</u> i. Comply with customs regulatory requirements <u>Safety:</u> i. Comply with related cargo safety and security requirements <u>Environmental:</u> i. Comply with related environmental regulatory requirements	8	Lecture Discussion Problem-based Learning Demonstration Project	 i. Types of cargo for inspection determined ii. Inspection arrangement prepared iii. Cargo contents cross- checked iv. Customs inspection document endorsement obtained v. Cargo abnormalities cases reported to relevant party vi. Related safety, security and environment al regulatory requirements adhered
3. Carry out customs clearance	 i. Types of customs clearance Pre-clearance Ready cargo 	i. Determine types of customs clearanceii. Prepare release of cargo documents	<u>Attitude:</u> i. Meticulous and accurate in preparing release	8	Lecture Discussion Problem-based Learning	v. Type of customs clearance determined

Work Activities Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
 Simultaneous (land) Release of cargo documents for import and export Type of duties Import duty/tax Export duty/excise Sales tax Types of duty payment modes Electronic Fund Transfer (EFT) Cash Bank draft Release of cargo approval documents Receipt of duty payment Endorsed Customs forms Endorsed Permits Endorsed Permits Endorsed Authority parties (Liner, Airline, etc) documents Endorsed Other Government Agencies (OGA) documents Location of cargo Cargo arrival Condition of cargo 	 iii. Submit release of cargo approval documents iv. Check release of cargo endorsement documents v. Pay duty incurred vi. Obtain release of cargo approval from customs officer vii. Check cargo status 	form/report ii. Honest in providing data and information <u>Safety:</u> i. Comply with related cargo safety and security requirements <u>Environmental:</u> i. Comply with related environmental regulatory requirements	17	Demonstration Project	 vi. Release of cargo documents prepared vii. Release of cargo approval documents submitted viii. Release of cargo endorsement documents checked ix. Duty incurred paid via specified payment mode x. Release of cargo approval obtained from customs officer xi. Cargo status checked xii. Related safety, security and environment al regulatory requirements adhered

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Carry out port clearance	 i. Release of cargo approval documents Receipt of duty payment Endorsed Customs forms Endorsed Permits Endorsed Authority parties (Liner, Airline, etc) Endorsed Other Government Agencies (OGA) ii. Types of port charges Detention Demurrage Storage iii. Free storage period Air – 36 hours Sea Full Container Load (FCL) storage (96 /72 hours), demurrage / detention Sea LCL – storage (3 days on unstuffing of container) iv. Airline ground handler /port authority Air (KLAS, MAS) Sea (Westport, Northport, Penang Port, Johor Port, 	 i. Compile release of cargo approval documents for port clearance ii. Pay charges incurred iii. Submit release of cargo approval documents and payment advice to port authority iv. Arrange transport for cargo transfer to consignee v. Monitor cargo loading onto transport 	<u>Attitude:</u> i. Meticulous in documentation ii. Systematic in carrying out port clearance <u>Safety:</u> i. Comply with safety regulatory requiremental regulatory requirements <u>Environmental</u> regulatory requirements	8	Lecture Discussion Problem-based Learning Demonstration Project	 Release of cargo approval documents for port clearance compiled in a complete Charges incurred paid Release of cargo approval documents and payment advice submitted to port authority Transport for cargo transfer to consignee arranged Cargo loading onto transport monitored Related safety, security and environmenta I regulatory requirements adhered

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	Port of Tanjung Pelepas) v. Types of cargo loading arrangement • Type of transport (Lorry, Vessel, Plane, etc) • First In Last Out (FILO) • Last in First Out					

Employability Skills

Core Abilities	Social Skills
 01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 01.04 Analyse information. 01.05 Utilize the Internet to locate and gather information. 01.06 Utilize word processor to process information 02.01 Interpret and follow manuals, instructions and SOP's. 02.02 Follow telephone/telecommunication procedures. 02.03 Communicate clearly. 02.04 Prepare brief reports and checklist using standard forms. 02.05 Read/Interpret flowcharts and pictorial information. 02.06 Write memos and letters. 	 Communication skills Conceptual skills Interpersonal skills Learning skills Leadership skills Multitasking and prioritising Self-discipline Teamwork

Core Abilities	Social Skills
02.07 Utilize Local Area Network (LAN)/ Intranet to exchange information.	
02.08 Prepare pictorial and graphic information	
03.01 Apply cultural requirement to the workplace.	
03.02 Demonstrate integrity and apply practical practices.	
03.03 Accept responsibility for own work and work area.	
03.04 Seek and act constructively upon feedback about work performance.	
03.05 Demonstrate safety skills.	
03.06 Respond appropriately to people and situations.	
03.07 Resolve interpersonal conflicts.	
03.08 Develop and maintain a cooperation within work group.	
04.01 Organize own work activities.	
04.02 Set and revise own objectives and goals.	
04.03 Organize and maintain own workplace.	
04.04 Apply problem solving strategies.	
04.05 Demonstrate initiative and flexibility	
06.01 Understand systems.	
06.02 Comply with and follow chain of command.	
06.03 Identify and highlight problems.	
06.04 Adapt competencies to new situations/systems	
06.05 Analyse technical systems.	
06.06 Monitor and correct performance of systems	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample shipping documents	1:1
Invoice	
Packing list	
Material safety data sheet (MSDS)	
Permits (such as AFTA, export permit-AP, ATA Correct Energy and Electric Commission (EEC, Johnston)	
ATA Carnet, Energy and Electric Commission (EEC, Jabatan Bekalan Elektrik-JBE Permit)	
Fumigation certificate	
Phytosanitary certificate	
2. Sample customs declaration forms	1:1
3. Sample port clearance forms	1:1
4. Sample Release of cargo approval documents	1:1
5. Cargo inspection documents	1"1
Airway bill	
Bill of lading	
Invoice	
Packing list	
Product catalogue	
6. Sample permits	`:1:1
 Malaysian Timber Industry Board (MTIB) permit 	
Malaysian Quarantine and Inspection Service (MAQIS) permit	
Food Safety Information Malaysia (FOSIM permit	
Lembaga Kemajuan Ikan Malaysia (LKIM) permit	
7. Various types of cargo	1:10
8. Sample billing documents	1:1
	1.1

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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR		INTEGRA	INTEGRATED LOGISTICS SERVICES						
SUB SECTOR		INTEGRA	INTEGRATED LOGISTICS SERVICES PROVIDER						
JOB AREA		LOGISTIC	S						
NOSS TITLE		LOGISTIC	S OPERATIO	ON					
COMPETENCY UNI	T TITLE	LOGISTIC	S INVENTRY	CONTROL					
LEARNING OUTCO		The person who is competent in this competency unit shall be able to handle warehouse inventory including stock check and updating of inventory records. Upon completion of this competency unit, trainees will be able to:- interpret warehouse stock check instruction check resource allocation carry out stock check update warehouse cargo inventory records handle warehouse inbound cargo handle warehouse outbound cargo 			inventory control				
PRE-REQUISITE (if	applicable)						400		
COMPETENCY UNI	TID	IL-013-2:	:2014-C04	LEVEL	2	AINING RATION	120 HOURS	SKILL CREDIT	12
Work Activities	Related Kno	wledge	Relate	ed Skills	Attitude/Sa Environm		Training Hours	Delivery Mode	Assessment Criteria
 Interpret warehouse stock check instructions 	Public was	ided turing se (LMW)	warehou ii. Identify check iii. Identify inventor iv. Interpre	type of stock types of stock	<u>Attitude:</u> i. Meticulou: interpretin warehous check inst	ng se stock	3 7	Lecture Discussion Problem-based Learning Demonstration	 i. Types of warehouse identified ii. Types of stock inventory determined iii. Inventory

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	 ii. Types of stock check Random stock check Perpetual stock check periodic cycle count stock check with partially provided information blind count iii. Types of stock inventory: Inbound Stock Outbound Stock Damaged Stock Defect Stock Defect Stock Redundant Stock Inventory record contents Types of goods Storage location Quantity Previous stock take date Manufacturing date Expiry date Schedule Goods movement cut off time V. Classification of priority stock Active parts Fast moving items 	 v. Determine priority stock balance vi. Determine inbound / outbound cargo movement 	<u>Safety:</u> i. Comply with related cargo safety and security requirements <u>Environmental:</u> i. Comply with related environmental regulatory requirements		Project	information determined from existing inventory records iv. Priority stock balance determined v. Inbound / outbound cargo movement information determined vi. Related safety, security and environmen tal regulatory requirement s adhered

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Check resource allocation	 Slow moving items Non-countable items Types of shipment transaction Inbound Outbound Outbound Non-countable items Inbound Outbound Outbound Outbound Inbound/outbound cargo movement Duration of Cargo in Duration of Cargo out Related safety, security and environmental regulatory requirementgs Stock check schedule Location Date Quantity Types of goods 	 Interpret stock check schedule Determine location for stock check Prepare tools and 	<u>Attitude:</u> i. Accurate in determining resources for stock count	6	Lecture Discussion Problem-based Learning	i. Stock check schedule determined ii. Location for
	 ii. Types of stock check location Space area Staging area Loading bay Temporary area Quarantine area iii. Stock check tools Stock checklist Bar code scanner Stationery 	equipment for stock check iv. Determine personnel involved in stock check	<u>Safety:</u> i. Comply with safety and security regulatory requirements <u>Environmental:</u> i. Minimise wastage	14	Demonstration Project	stock check determined iii. Stock check tools and equipment prepared iv. Personnel involved in stock check determined v. Related safety,

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	 Tag (part number, part name, quantity) iv. Stock check equipment Fork lift Stacker Pallet jack IT equipment Trolley Crane Jack V. Person in charge of stock check Counter Checker Approver vi. Warehouse safety and security requirements Related OSHA requirements 					security and environmen tal regulatory requirement s adhered
3. Carry out stock check	 i. Types of stock check Random stock check Perpetual stock check periodic cycle count stock check with partially provided information blind count ii. Person in charge of 	 i. Check stock inventory ii. Check stock physical condition iii. Identify stock variance iv. Complete stock take checklist v. Report stock variance to superior 	 <u>Attitude:</u> Meticulous and systematic in checking stock Demonstrate integrity in stock checking 	9 21	Lecture Discussion Problem-based Learning Demonstration Project	 i. Stock inventory checked ii. Stock physical condition checked iii. Stock variance identified and reported

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	stock check Counter Approver iii. Inventory record contents Types of goods Storage location Quantity Previous stock take date Manufacturing date Expiry date Schedule Goods movement cut off time iv. Stock physical condition identification location counting tagging v. Types of stock variance Shortage Excessed Damaged Expired Reconciled vi. Stock check checklist items Lot number Batch number Bulk item		<u>Safety:</u> i. Adhere to warehouse safety and security requirements <u>Environmental:</u> i. Adhere to environmental regulatory requirements			 iv. Stock take checklist completed v. Related safety, security and environmen tal regulatory requirement adhered

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	 Case number Quantity Colour code etc vii. Warehouse safety and security requirements Related OSHA requirements 					
4. Update warehouse cargo inventory records	 i. Inventory record contents Types of goods Storage location Quantity Previous stock take date Manufacturing date Expiry date Schedule Goods movement cut off time ii. Classification of priority stock Active parts Fast moving items Slow moving items Non-countable items iii. Inventory database system iv. Stock replenishment requirements 	 i. Record inventory data according to item priority ii. Record inventory data by division iii. Utilise inventory database system iv. Report stock replenishment requirements 	Attitude: i. Systematic in updating stock inventory data	6	Lecture Discussion Problem-based Learning Demonstration Project	 i. Inventory data recorded according to item priority ii. Inventory data recorded by division iii. Inventory database system utilised iv. Stock replenishment requirements reported

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Handle warehouse inbound cargo	 i. Cargo documents Packing list Delivery order ii. Cargo details Type of cargo Quantity of cargo Date of arrival Duration of storage iii. Cargo received abnormalities Excessed Shortage Damaged Inconsistent part information iv. Segregation criteria Types of cargo Loading destination Duration of storage Volume of tonnage v. Types of tagging Colour coding Bar coding Cargo tagging vi. Warehouse safety and security standard requirements Related OSHA requirements 	 i. Interpret received cargo documents ii. Check received cargo details iii. Identify received cargo abnormalities iv. Segregate received cargo items v. Tag inbound cargo vi. Allocate inbound cargo location vii. Update inventory system 	Attitude: i. Systematic in handling warehouse inbound cargo <u>Safety:</u> i. Comply with safety and security regulatory requirements <u>Environmental:</u> i. Adhere to environmental regulatory requirements	6	Lecture Discussion Problem-based Learning Demonstration Project	 i. Received cargo details checked as per cargo receiving documents ii. Received cargo abnormalities identified iii. Received cargo items segregated according to specified criteria iv. Inbound cargo tagged v. Inbound cargo location allocated vi. Inventory system updated
6. Handle warehouse outbound cargo	 i. Cargo documents • Purchase order • Packing list 	i. Interpret cargo release instructionsii. Check outbound cargo	<u>Attitude:</u> i. Systematic in handling	6	Lecture Discussion Problem-based	i. Cargo release instructions

Work Activities Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
 ii. Cargo details Type of cargo Quantity of cargo Date of delivery iii. Segregation criteria Types of cargo Final destination Volume of tonnage First in First Out (FIFO) iv. Types of tagging Colour coding Bar coding Cargo tagging v. Staging works Re-packaging Wrapping Palletizing Tagging for fumigation Quality inspection vi. Cargo release documentation from warehouse Delivery order Gate pass Vii. Warehouse safety and security requirements Related OSHA requirements Related ISO requirements Related Scurity requirements 	details from the system iii. Locate outbound cargo location based on tag iv. Tag outbound cargo v. Perform staging works vi. Prepare cargo release documentation vii. Update inventory system	warehouse outbound cargo Safety: i. Comply with safety and security regulatory requirements <u>Environmental:</u> i. Adhere to environmental regulatory requirements	14	Learning Demonstration Project	interpreted ii. Outbound cargo details determined iii. Outbound cargo location located based on tag iv. Outbound cargo tagging carried out v. Cargo staging works performed vi. Cargo release documentati on prepared vii. Inventory system updated viii. Related safety, security and environment al regulatory requirements adhered

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information.	1. Communication skills
01.02 Document information procedures or processes.	 Conceptual skills Interpersonal skills
01.03 Utilize basic IT applications.	4. Learning skills
01.04 Analyse information.	5. Leadership skills
01.05 Utilize the Internet to locate and gather information.	6. Multitasking and prioritising
01.06 Utilize word processor to process information	7. Self-discipline
02.01 Interpret and follow manuals, instructions and SOP's.	8. Teamwork
02.02 Follow telephone/telecommunication procedures.	
02.03 Communicate clearly.	
02.04 Prepare brief reports and checklist using standard forms.	
02.05 Read/Interpret flowcharts and pictorial information.	
02.06 Write memos and letters.	
02.07 Utilize Local Area Network (LAN)/ Intranet to exchange information.	
02.08 Prepare pictorial and graphic information	
03.01 Apply cultural requirement to the workplace.	
03.02 Demonstrate integrity and apply practical practices.	
03.03 Accept responsibility for own work and work area.	
03.04 Seek and act constructively upon feedback about work performance.	
03.05 Demonstrate safety skills.	
03.06 Respond appropriately to people and situations.	
03.07 Resolve interpersonal conflicts.	
03.08 Develop and maintain a cooperation within work group.	
04.01 Organize own work activities.	
04.02 Set and revise own objectives and goals.	
04.03 Organize and maintain own workplace.	

Core Abilities	Social Skills
04.04 Apply problem solving strategies.	
04.05 Demonstrate initiative and flexibility	
06.01 Understand systems.	
06.02 Comply with and follow chain of command.	
06.03 Identify and highlight problems.	
06.04 Adapt competencies to new situations/systems	
06.05 Analyse technical systems.	
06.06 Monitor and correct performance of systems	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample inventory records	1:1
2. Sample job notification note	1:1
3. Sample inventory checklist	1:1
4. Sample packing list	1:1
5. Sample delivery order	1:1
6. Sample gate pass	1:1
7. Various types of cargo	1:10
8. Cargo lifting equipment	1:25
9. Warehouse storage racks	1:25
10. Cargo labels and tags	As required
11. Stock check equipment	As requested
Fork lift	1:25
Stacker	
Pallet jack	

IT equipment	
Trolley	
Crane	
• Jack	

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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR		INTEGRA	ITEGRATED LOGISTICS SERVICES						
SUB SECTOR		INTEGRA	ITEGRATED LOGISTICS SERVICES PROVIDER						
JOB AREA		LOGISTI	CS						
NOSS TITLE		LOGISTI	CS OPERAT	ΓΙΟΝ					
COMPETENCY UNI	T TITLE	LOGISTI	CS DATA A	DMINISTRATI	ON				
LEARNING OUTCO	ME	The person who is competent in this competency unit shall be able to utilise database management generate customer and operations database. Upon completion of this competency unit, trainees will be able to:- generate shipment job file compile customer data update data administration records distribute shipment job file					igement system to		
PRE-REQUISITE ((if applicable)								
COMPETENCY UNI	TID	IL-013-2	:2014-C05	LEVEL	2	TRAINING DURATION	80 HOURS	SKILL CREDIT	8
Work Activities	Related Kno	wledge	Relate	ed Skills		tude/Safety/ vironmental	Training Hours	Delivery Mode	Assessment Criteria
 Generate shipment job file 	 i. Definition and of shipment j ii. Types of ship file Import job Export job Trucking joo Milk rur Synchrafile 	ob file oment job file file ob file n job file	ii. Determin administr requirem iii. Determin	nts information ne data ration nents ne workflow for ninistration n ustomer	gen ship <u>Safety:</u> i. Co rela sec	iculous in erating ment job file mply with ated safety and curity juirements	6	Lecture Discussion Problem-based Learning Demonstration Project	 Shipment documents information interpreted Data administration requirements determined Workflow for data

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	 iii. Data administration operation work flow iv. File details Job number Job name Shipping details v. Job file documents Shipping documents Other Government Agency (OGA) supporting documents Receipts 	shipment details in database v. Allocate job number vi. Create job file vii. Compile job file documents	<u>Environmental:</u> i. Minimise wastage			administration operation determined iv. Customer information and shipment details keyed in database v. Job number allocated vi. Job file created vii. Job file documents compiled
2. Compile customer records	 i. Customer details Name Company Address Contact Number Account ii. Definition of database system iii. Types of database system such as EXCEL CCMS AS400 UBS system SUS portal system SAGAE SQL 	 i. Determine customer details ii. Access database system iii. Key in customer information in database iv. Organise customer data v. Update customer profile 	 <u>Attitude:</u> Systematic in compiling customer records Maintain data confidentiality <u>Safety:</u> Comply with Personal Data Protection Act <u>Environmental:</u> Minimise wastage 	6	Lecture Demonstration Observation	 i. Customer details determined ii. Database system accessed within authority level iii. Customer information keyed in accurately in database iv. Customer data organised according to categories v. Customer

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	 Access/Login Authority level Data entry Sending data Printing V. Personal Data Protection Act 					profile updated in a timely manner
3. Update data administration records	 i. Shipment data Type of cargo Consignee Delivery / Arrival date Destination ii. Types of database system EXCEL CCMS AS400 UBS system SUS portal system SAGAE SQL iii. Application of database system Access/Login Authority level Data entry Sending data Printing iv. Personal Data Protection Act 	 i. Extract relevant information from shipping documents ii. Access database system iii. Key in shipment data iv. Send shipment data v. Print shipment data . 	Attitude: i. Accurate in data entry ii. Maintain data confidentiality <u>Safety:</u> i. Adhere to Personal Data Protection Act <u>Environmental:</u> i. Minimise wastage	6	Lecture Discussion Problem-based Learning Demonstration Observation	 i. Required information extracted from shipping documents ii. Database system accessed within authority level iii. Shipment data keyed in accurately iv. Shipment data sent and printed

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
 Distribute shipment job file 	 i. Types of shipping documents ii. Receivers list Declaration section Cargo Transfer section Transport section iii. Shipment job file distribution flow 	 i. Obtain receivers' list ii. Sort shipping documents iii. Circulate shipping documents to relevant parties iv. Obtain acknowledgement from receivers 	<u>Attitude:</u> iv. Systematic in distributing job file <u>Safety:</u> <u>Environmental:</u>	6	Lecture Discussion Problem-based Learning Demonstration Observation	 Receivers' information checked Shipping documents sorted according to receivers' list Shipping documents circulated to related parties Acknowledge ment obtained from receivers

Employability Skills

Core Abilities	Social Skills				
 01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilize basic IT applications. 01.04 Analyse information. 01.05 Utilize the Internet to locate and gather information. 01.06 Utilize word processor to process information 02.01 Interpret and follow manuals, instructions and SOP's. 02.02 Follow telephone/telecommunication procedures. 	 Communication skills Conceptual skills Interpersonal skills Learning skills Leadership skills Multitasking and prioritising Self-discipline Teamwork 				

Core Abilities	Social Skills
02.03 Communicate clearly.	
02.04 Prepare brief reports and checklist using standard forms.	
02.05 Read/Interpret flowcharts and pictorial information.	
02.06 Write memos and letters.	
02.07 Utilize Local Area Network (LAN)/ Intranet to exchange information.	
02.08 Prepare pictorial and graphic information	
03.01 Apply cultural requirement to the workplace.	
03.02 Demonstrate integrity and apply practical practices.	
03.03 Accept responsibility for own work and work area.	
03.04 Seek and act constructively upon feedback about work performance.	
03.05 Demonstrate safety skills.	
03.06 Respond appropriately to people and situations.	
03.07 Resolve interpersonal conflicts.	
03.08 Develop and maintain a cooperation within work group.	
04.01 Organize own work activities.	
04.02 Set and revise own objectives and goals.	
04.03 Organize and maintain own workplace.	
04.04 Apply problem solving strategies.	
04.05 Demonstrate initiative and flexibility	
06.01 Understand systems.	
06.02 Comply with and follow chain of command.	
06.03 Identify and highlight problems.	
06.04 Adapt competencies to new situations/systems	
06.05 Analyse technical systems.	
06.06 Monitor and correct performance of systems	

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample job file	1:1
2. Data base system software	1:1
3. Sample customer records	1:1
4. Sample shipping documents	1:1
 Invoice Packing list Airway bill Bill of lading Material safety data sheet (MSDS) Permits (such as AFTA, import permit-AP, Energy and Electric Commission (EEC, <i>Jabatan Bekalan Elektrik</i>-JBE permit) Fumigation certificate 	

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- 3. Alan Rushton (Editor), Phil Croucher (Editor), Peter Baker (Editor). (2010). *The Handbook of Logistics and Distribution Management (*Fourth Edition). Kogan Page. ISBN-13: 978-0-7494-5714-3
- 4. Conrad Carlberg (2004). Managing Data with Excel. Que Publishing. ISBN 978-0789731005
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- 6. EMC (2009), Information Storage Management Managing Protecting, Wiley Publishing, USA, ISBN: 978-0-470-29421-5
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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR		INTEGRA	TED LOGIS	TICS SERVIC	ES				
SUB SECTOR		INTEGRA	NTEGRATED LOGISTICS SERVICES PROVIDER						
JOB AREA		LOGISTI	CS						
NOSS TITLE		LOGISTI	CS OPERAT	ION					
COMPETENCY UNIT	T TITLE	SHIPMEN	NT HUB PRC	CESSING					
LEARNING OUTCO		 The person who is competent in this competency unit shall be able to segregate shipment before it is han to the courier and line haul for delivery. Upon completion of this competency unit, trainees will be able to:- inspect hub processing tools and equipment functionality check in customer shipment perform shipment coding rectify hub processing service exception hand over/ up load shipment 					e it is handed over		
PRE-REQUISITE (i	if applicable)						.		
COMPETENCY UNIT	T ID	IL-013-2	:2014-E01	LEVEL	2	TRAINING DURATION	240 Hours	SKILL CREDIT	24
Work Activities	Related Know	wledge	Relate	d Skills		ide/Safety/ ronmental	Training Hours	Delivery Mode	Assessment Criteria
 Inspect hub processing tools and equipment functionality 	 i. Types of hub processing m tools and equ such as: Materials Consol bag Sugar/ Consol 	aterials, lipment l plastic Nylon bag	materials equipmer checklist ii. Inspect h materials equipmer	b processing tools and tinspection ub processing tools and taccording to checklist reliminary	insp proc and func <u>Safety:</u>	culous in ecting hub essing tools equipment tionality re to safety	4	Lecture Discussion Problem-based Learning Demonstration Project	i. Hub processing materials, tools and equipment inspection checklist determined ii. Hub

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	Master consol	inspection checklist to	procedures in			processing
	manifest	superior	inspecting hub			materials,
	 Pick up sheet Label sticker 		processing tools			tools and
	 Label sticker Seal tag 		and equipment functionality			equipment inspected
	 Stationery 		Turictionality			according to
	 Tools and 		Environmental:			inspection
	Equipment		i. Minimise wastage			checklist
	 ○ Handheld 					iii.Preliminary
	scanner					inspection
	 Computer 					checklist
	 Printer 					submitted for
	 Weighing 					approval
	machine					
	 Conveyor 					
	○ Forklift					
	ii. Importance of checking hub processing					
	materials					
	Ensure materials					
	stock sufficient					
	 To support the 					
	smoothness of daily					
	operation					
	 Shipment security 					
	iii. Importance of checking					
	hub processing tools					
	and equipment					
	Equipment					
	functionality					
	To support the amosthness of doily					
	smoothness of daily operation					
	 Shipment and data 					
	 Shipment and data security 					

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Check in customer shipment	 Reduce maintenance cost Method of check in shipment such as: Scanning Manual recording Definition of inbound record Definition of inbound record Types of symbol & label such as: Fragile Pre alert Label indication Perishable Multiple Pieces Shipment (MPS) Procedures in checking and balancing physical shipment and quantity Obtain pick-up sheet from courier Obtain consignment manifest from linehaul driver Counter check with the physical shipment Acknowledge received of pick-up sheet and consignment manifest Sheet and consignment manifest Method driver Sheet and consignment Acknowledge Sheet and consignment Acknowledge Sheet and consignment Acknowledge Sheet and Sheet and	 i. Obtain pick-up sheet from courier ii. Obtain consignment manifest from linehaul driver iii. Check in shipment for inbound record iv. Label shipment according to nature of shipment v. Confirm physical shipment and quantity according to pick-up sheet and consignment manifest 	Attitude: i. Meticulous in checking in customer shipment Safety: i. Adhere to safety procedures ii. Handle customer shipment with care Environmental: i. Minimise wastage	22	Lecture Discussion Problem-based Learning Demonstration Project	 i. Method of shipment check-in determined ii. Consignment manifest obtained from linehaul driver iii. Shipment checked-in for inbound record iv. Shipment labelled according to nature of shipment and quantity confirmed according to pick-up sheet and consignment manifest

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Perform shipment coding	 i. Geographical knowledge ii. Recipient shipment information such as: Recipient name Recipient name Recipient address Recipient postcode Recipient contact number iii. Abbreviation coding system iv. Method of shipment sorting such as: Manual Semi manual Auto sorting v. Technique of sorting shipment based on: Code Area Types of shipment vi. Standard packaging guidelines Carton box for parcel Flyers for documents vii. Additional procedures for East Malaysia (EM) and International (INT) shipment Obtain per-forma invoice from sender Obtain other 	 i. Check recipient shipment information ii. Code shipment according to recipient addresses (abbreviation) iii. Sort shipment according to code/area and types of shipment iv. Determine standard packaging guidelines v. Pack East Malaysia (EM) and International (INT) shipment according to company standard packaging guideline 	Attitude: i. Meticulous in performing coding shipment <u>Safety:</u> i. Adhere to safety procedures ii. Handle customer shipment with care <u>Environmental:</u> i. Minimise wastage	29	Lecture Discussion Problem-based Learning Demonstration Project	 i. Recipient shipment information checked ii. Shipment coded according to recipient addresses iii. Shipment sorted according to code/area and types of shipment iv. Standard packaging guidelines determined v. East Malaysia (EM) and International (INT) shipment packed according to company standard packaging guideline

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	supporting documents as per					
	Dangerous Goods					
	Regulation					
	requirement such					
	as:					
	 Materials Safety 					
	Data Sheet					
	(MSDS)					
	- Chemical					
	Safety Data Sheet (CSDS)					
	vii. Types of Dangerous					
	Goods such as:					
	Class 1 (Explosive)					
	Class 2 (Flammable					
	gasses)					
	Class 3 (Flammable					
	liquid)					
	 Class 4 (Flammable solid 					
	viii. Types of Prohibited					
	Items such as:					
	Personal					
	identification					
	documents/					
	belonging such as:					
	– I/C					
	- Passport					
	– Cash					
	WeaponDrug					
	 Livestock 					

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Rectify hub processing service exception	 i. Types of service exception in hub processing such as: In complete address Lost shipment Wrong postcode Wrong coding (Abbreviation coding) Damage shipment P.O Box address Criss Cross Wrong sorting Consignment note detached Insufficient document Insufficient occument Invoice for INT and EM Rectification procedure in resolving hub processing service exception 	 i. Identify incomplete address. ii. Identify insufficient document iii. Resolve hub processing service exception according to company rectification procedure 	Attitude: i. Knowledgeable in rectifying hub processing service exception Safety: i. Adhere to safety procedures Environmental: i. Minimise wastage ii. Use recycled materials	11 25	Lecture Discussion Problem-based Learning Demonstration Project	 i. Incomplete address identified ii. Insufficient documents identified iii. Hub processing service exception resolved according to rectification procedure
5. Hand over/ upload/ release shipment	 i. Procedure of hand over/up load shipment such as: Record and check out shipment according to East Malaysia (EM) / Peninsular Malaysia (PM) courier requirements 	 i. Determine line haul movement according to assigned vehicle ii. Record and check out shipment according to East Malaysia (EM) / Peninsular Malaysia (PM) courier requirements iii. Hand over/up load shipment 	Attitude:i. Responsible in handing over / up loading shipmentSafety:i. Adhere to safety procedureii. Handle customer shipment with care	7 17	Lecture Discussion Problem-based Learning Demonstration Project	 Line haul movement determined according to assigned vehicle Shipment recorded and checked out according to East

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	 Confirm shipment quantity Acknowledge manifest by linehaul and courier Importance of obtaining acknowledge verification of manifest by linehaul and courier To ensure the smoothness of tracking system within the operation To narrow down the focus of shipment hub processing service exception Shipment hub processing activities reports preparation 	 iv. Confirm shipment quantity against manifest v. Acknowledge manifest by linehaul and courier vi. Report shipment hub processing activities to superior 	<u>Environmental:</u> i. Minimise wastage ii. Use recycled materials			Malaysia (EM) / Peninsular Malaysia (PM) courier requirements iii. Shipment handed over/ up loaded iv. Shipment quantity confirmed against manifest v. Manifest acknowledged by linehaul and courier

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information.	1. Communication skills
01.02 Document information procedures or processes.	2. Conceptual skills
01.03 Utilize basic IT applications.	3. Interpersonal skills
01.04 Analyse information.	4. Learning skills
01.05 Utilize the Internet to locate and gather information.	 Leadership skills Multitasking and prioritising
01.06 Utilize word processor to process information	7. Self-discipline
02.01 Interpret and follow manuals, instructions and SOP's.	8. Teamwork

Core Abilities	Social Skills
02.02 Follow telephone/telecommunication procedures.	
02.03 Communicate clearly.	
02.04 Prepare brief reports and checklist using standard forms.	
02.05 Read/Interpret flowcharts and pictorial information.	
02.06 Write memos and letters.	
02.07 Utilize Local Area Network (LAN)/ Intranet to exchange information.	
02.08 Prepare pictorial and graphic information	
03.01 Apply cultural requirement to the workplace.	
03.02 Demonstrate integrity and apply practical practices.	
03.03 Accept responsibility for own work and work area.	
03.04 Seek and act constructively upon feedback about work performance.	
03.05 Demonstrate safety skills.	
03.06 Respond appropriately to people and situations.	
03.07 Resolve interpersonal conflicts.	
03.08 Develop and maintain a cooperation within work group.	
04.01 Organize own work activities.	
04.02 Set and revise own objectives and goals.	
04.03 Organize and maintain own workplace.	
04.04 Apply problem solving strategies.	
04.05 Demonstrate initiative and flexibility	
06.01 Understand systems.	
06.02 Comply with and follow chain of command.	
06.03 Identify and highlight problems.	
06.04 Adapt competencies to new situations/systems	
06.05 Analyse technical systems.	
06.06 Monitor and correct performance of systems	

Tools, Equipment and Materials (TEM)

ITE	MS	RATIO (TEM : Trainees)
1.	Service area guidance	1:1
2.	Consol plastic bag	1:1
3.	Sugar bag	1:1
4.	Consol manifest	1:1
5.	Master console manifest	1:1
6.	Symbol & label sticker	1:1
7.	Carton box	1:1
8.	Flyers	1:1
9.	Pro-forma invoice	1:1
10.	Seal tag	1:1
11.	Handheld scanner	1:1
12.	Printer	1:25
13.	Weighing machine	1:25
14.	Pick-up sheet	1:25
15.	Consignment manifest	1:25
16.	Shipment hub processing activities reports format	1:1

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- 2. IATA (2012), 53th edition Dangerous Goods Books. ISBN-13:978-0-03-001144-3
- 3. Karen Leland, Keith Bailey (2006), Customer Service for Dummies, Wiley Publishing, ISBN: 0-471-76869-3

NO ID		WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	HOURS	TOTAL (HRS)
	TITLE		(A)	(B)	(A) + (B)	
		Check cargo arrival status	6	14	20	
		Prepare shipment inbound charges / terms documentation	6	14	20	
IL-013-	INBOUND CARGO	Prepare customs import declaration	6	14	20	
2:2014- C01	HANDLING	Carry out cargo release from port authority	6	14	20	
		Inspect inbound cargo	6	14	20	
		Monitor inbound cargo transfer out from port	6	14 2	20	
		TOTAL HOURS	36	84	120	120
		Identify outbound cargo information	6	14	20	
		Book cargo space	6	14	20	
		Check outbound cargo packing and transportation mode	6	14	20	
IL-013- 2:2014-	OUTBOUND CARGO HANDLING	Prepare bill of lading/ airway bill	6	14	20	
C02		Label outbound cargo	6	14	20	
		Inspect outbound cargo consignments	6	14	20	
		Prepare customs export declaration	6	14	20	
		Submit cargo to be transported	6	14	20	

SUMMARY OF TRAINING DURATION FOR LOGISTICS OPERATION (LEVEL 2)

		Compile documents for billing	6	14	20	
		TOTAL HOURS	54	126	180	180
	Determine customs documentation requirements	8	17	25		
IL-013- 2:2014-	CUSTOMS & PORT	Witness cargo legal inspection by customs	8	17	25	
C03	CLEARANCE	Carry out customs clearance	8	17	25	
		Carry out port clearance	8	17	25	
		TOTAL HOURS	32	68	100	100
	Interpret warehouse stock check instructions	3	7	10		
		Check resource allocation	6	14	20	
IL-013-		Carry out stock check	9	21	30	
2:2014- C04	LOGISTICS INVENTORY CONTROL	Update warehouse cargo inventory records	6	14	20	
004		Handle warehouse inbound cargo	6	14	20	
		Handle warehouse outbound cargo	6	14	20	
		TOTAL HOURS	36	84	120	120
		Generate shipment job file	6	14	20	
IL-013- 2:2014- C05	LOGISTICS DATA ADMINISTRATION	Compile customer records	6	14	20	
		Update data administration records	6	14	20	
		Distribute shipment job file	6	14	20	
		TOTAL HOURS	36	56	80	80
Total Training Duration (Core Competency Units) 6					600	

2.2017		Inspect hub processing tools and equipment functionality	4	8	12	
		Check in customer shipment	22	50	72	
	SHIPMENT HUB PROCESSING	Perform shipment coding	29	67	96	
		Rectify hub processing service exception	11	25	36	
		Hand over/ upload/ release shipment	7	17	24	
		TOTAL HOURS	73	167	240	240
Total Training Duration (Elective Competency Units)					240	

ABBREVIATIONS

AFAM AFAM AFTA AFTA AP ASEAN AWB BL CAR CBM CoCU COD CP CPC C-TPAT CU DAP DCA DDP DG DID DKM DLKM DOA	Airfreight Forwarders Association of Malaysia Airfreight Forwarders Association of Malaysia ASEAN Free Trade Area ASEAN Free Trade Area Approved Permit Association of Southeast Asian Nations Airway bill Bill of Lading Corrective Action Report Cubic Metre Curriculum of Competency Unit Cash On Delivery Competency Profile Competency Profile Chart Customs Trade Partnership Against Terrorism Competency Unit Delivery At Place Department of Civil Aviation Delivery Duty Paid Dangerous Goods Drainage and Irrigation Department Diploma Kemahiran Malaysia Department Of Agriculture
DOE DOP	Department of Agriculture Department of Environment Department Of Pharmacy
DOP DOSH DSD EDI	Department of Occupational Safety and Health Department of Skills Development
EFT EQA	Electronic Data Interchange Electronic Fund Transfer Environment Quality Act
ERP	Enterprise Resource Planning
ETA	Expected Time of Arrival
ETD	Expected Time of Departure
FCL	Full Container Load
FCZ	Free Commercial Zone
FDA	Food & Drugs Administration
FEFO	First Expired First Out
FIATA	International Federation of Freight Forwarders Associations
FIFO	First In First Out
FMFF	Federation of Malaysia Freight Forwarders
FTZ	Free Trade Zone
GDP	Good Delivery Practices
GMP	Good Manufacturing Practices
GPS	Global Positioning System
GST	Government Service Tax
HBL	House Bill of Lading
HR	Human Resource
HS CODE	Harmonized Commodity Description and Coding System
IATA	International Air Transport Association
IMO	International Maritime Organisation
INCO	International Maritime Consultative Organisation

INCOTERM ISO ISPM JBE JD JPK JPTS KLAS KPI KTM LCL LIFO	International Commercial Terms Standards of International Organization International Standards for Phytosanitary Measures Jabatan Bekalan Elektrik Job Description Jabatan Pembangunan Kemahiran Jawatankuasa Teknikal Penilaian Standard Kuala Lumpur Airport Service Key Performance Indicator Keretapi Tanah Melayu Less than Container Load Last In First Out
LMW	License Manufacturing Warehouse
MAS	Malaysia Airlines
MAWB	Master Airwaybill
MBL	Master Bill of Lading
MITI	Ministry of International Trade and Industry
MOF	Ministry Of Finance
MPKK	Majlis Pembangunan Kemahiran Kebangsaan
MSDS	Material Safety Data Sheet
NOA	Notice-Of-Arrival
NOSS	National Occupational Skills Standard
OAS	Occupational Area Structure
OGA	Other Government Agencies
OS	Occupational Structure
OSHA	Occupational Safety & Health Act
PC	Performance Criteria
PDCA	Plan Do Check Action
POD SAP	Proof Of Delivery
	Systeme, Andwendungen, Produkte
SKM SMK	Sijil Kemahiran Malaysia Sistem Maklumat Kastam
SOP	Standard Operating Procedure
SP	Standard Operating Procedure Standard Practice
SF	Standard Fractice StrategicTrade Act
STC	Standard Trading Conditions
SWOT	Strength, Weakness, Opportunity Threat
TAPA	Transport Asset Protection Association
WMS	Warehouse Management System
	Warehouse Management Oystem