



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 http://cscmp.org/sites/default/files/user_uploads/resources/downloads/glossary-2013.pdf
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 higher-end 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.

2. EXISTING OCCUPATIONAL STRUCTURE

SECTOR	INTEGRATED LOGISTICS SERVICES				
SUB SECTOR	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	Logistics Supervisor	Inventory Supervisor	Distribution Supervisor	Courier Services Supervisor
L2	Forwarding Operations Coordinator	Logistics Technician	Data Inventory Clerk	Distribution Senior Clerk	Dispatch Senior Clerk
L1	Forwarding Operations Clerk	Material Handler			

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	Domestic & Regional Distribution	Courier Services	Logistics
L5	Forwarding Operations & Management	Warehouse & Distribution Service Management			Courier Service Operation Management	Logistics Operation Management
L4	Forwarding Operations	Warehouse & Distribution Operation Management			Courier Service Operation Management	Logistics Operation Administration
L3	Forwarding Operations	Warehouse & Distribution Operation			Courier Service Operation	Logistics Operation Supervision
L2	Forwarding Operations	No Level			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, Persiaran Perdana, 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, Qijiyuan Diplomatic Apartment,
9 Jianguomenwai 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

- INTERNATIONAL SOCIETY OF LOGISTIC (SOLE)
14625 Baltimore Avenue, Suite 303
Laurel, Maryland 20707-4902 USA
Tel: (301) 459-8446
Fax: (301) 459-1522
Email: solehq@erols.com
Web: www.sole.org
- 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
- COUNCIL OF SUPPLY CHAIN MANAGEMENT PROFESSIONALS
333 East Butterfield Road, Suite 140
Lombard, Illinois 60148
United States
Tel: +16305740985
Fax: +16305740989
Email: membership@cscmp.org
Website: www.cscmp.org
- INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA)
ATA Regional Office for Asia/Pacific,
Triple One Somerset, 111 Somerset Road,
14th Floor, Unit 5,
Singapore - 238164
Tel: +65 6438 4555
Fax : +65 6438 4666
Website: www.iata.org.

10. ACKNOWLEDGEMENT

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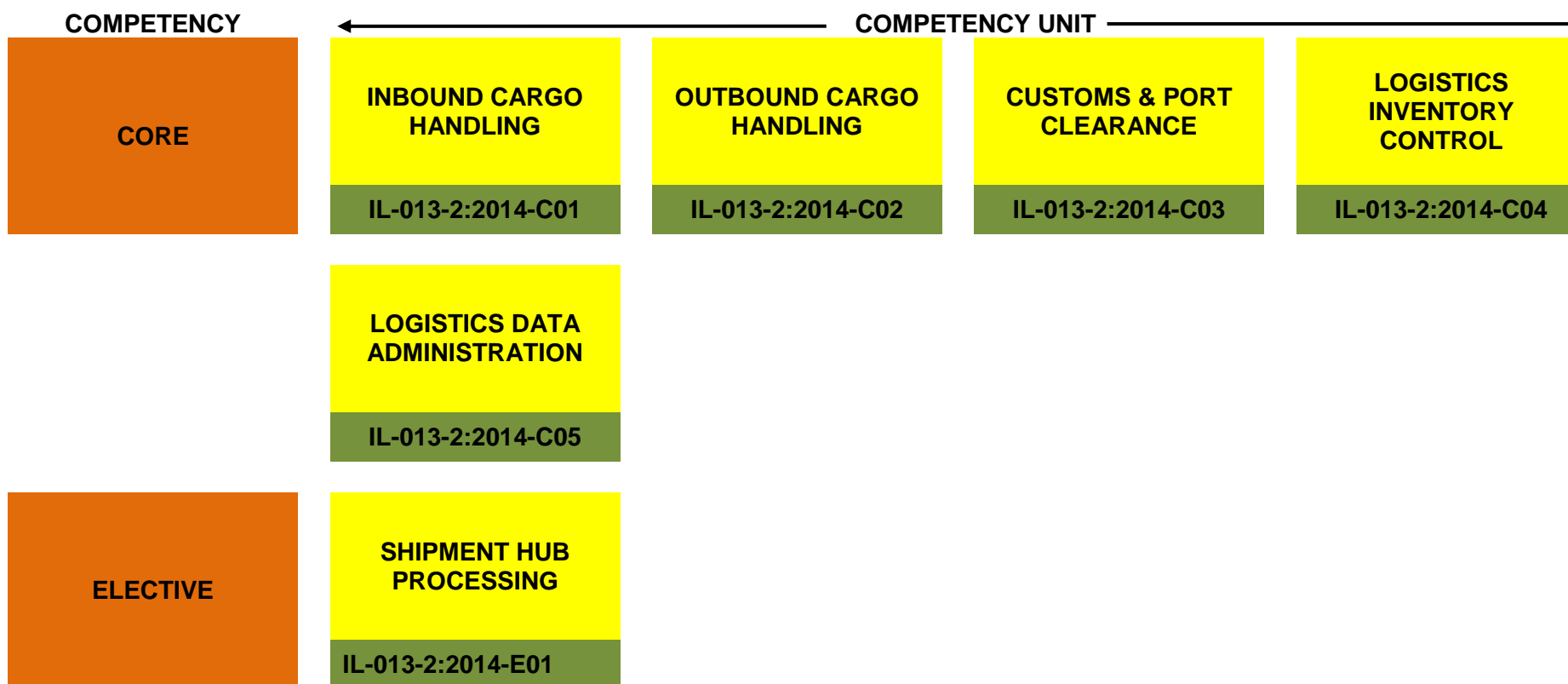
STANDARD TECHNICAL EVALUATION COMMITTEE LOGISTICS OPERATION LEVEL 2		
1.	Ahmad Nazim bin Jamaludin	Logistics Manager Schenker Logistics (Malaysia) Sdn Bhd
2.	En. Jookaplee Bin Shaaibon	Yamato Transport (M) Sdn. Bhd.
CHAIRMAN		
1.	En Abd Halim bin Hasan	Principal Assistant Director DSD, Cyberjaya, Selangor
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)

LOGISTICS OPERATION – LEVEL 2

PANEL		
1.	Pn Mahanom binti Jailani	Coordinator Freight Resources Services
2.	Cik Naizatul Ain binti Isa	Shipping Officer Rubberflex Sdn Bhd
3.	En. Rabu bin Aman	Deputy Manager Caliber Logistics Sdn Bhd
4.	En. Mohd Azizul Yusof bin Zulkifle	Supervisor Caliber Logistics Sdn Bhd
5.	En. Sulkifli bin Sakeh	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
FACILITATOR		
1.	Pn Nabilah Ooi Abdullah	Edusure Sdn Bhd

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



COMPETENCY PROFILE (CP)

SECTOR	INTEGRATED LOGISTICS SERVICES			
SUB SECTOR	INTEGRATED LOGISTICS SERVICES PROVIDER			
JOB AREA	LOGISTICS			
NOSS TITLE	LOGISTICS OPERATION			
LEVEL	TWO (2)	NOSS CODE		
CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Inbound Cargo Handling	IL-013-2:2014-C01	<p>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.</p> <p>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</p> <p>The outcome of this competency</p>	<p>1. Check cargo arrival status</p> <p>2. Prepare shipment inbound charges/ terms documentation</p>	<p>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)</p> <p>1.2 Arrival status and actual location confirmed using online tracking system</p> <p>1.3 Arrival information recorded into database system</p> <p>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)</p> <p>2.2 Shipment inbound charges</p>

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

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

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			6. 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	<p>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.</p> <p>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</p>	1. Identify outbound cargo information 2. Book cargo space	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 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
		<p>declaration, submit cargo to be transported and compile documents for billing.</p> <p>The outcome of this competency is to ensure that outbound cargo is handled properly and effectively in accordance with customer and regulatory requirements</p>	<p>3. Check outbound cargo packing and transportation mode</p> <p>4. Prepare bill of lading/airway bill</p> <p>5. Label outbound cargo</p>	<p>3.1 Cargo description (such as normal, perishable, machinery, etc.) determined as per shipping documents</p> <p>3.2 Transportation mode for delivering outbound cargo (such as air freight, sea freight and land) determined as per shipping instructions</p> <p>3.3 Type of packing determined according to customer requirements</p> <p>4.1 Bill of lading draft/ airway bill draft for sea/air freight prepared according to shipping instructions</p> <p>4.2 Manifest for consolidated cargo prepared according to manifest format</p> <p>4.3 Bill of lading/airway bill draft submitted to supervisor for approval</p> <p>4.4 Bill of lading/ airway bill printed and sorted for submission to related departments</p> <p>5.1 Cargo information (such as types of cargo, destination, quantity, etc). determined according to shipping documents</p> <p>5.2 Cargo label prepared</p>

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

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

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
3. Customs & Port Clearance	IL-013-2:2014-C03	<p>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.</p> <p>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.</p> <p>The outcome of this competency is to ensure efficient clearance of cargo from customs and port authority in compliance with regulatory requirements</p>	<p>1. Determine customs documentation requirements</p> <p>2. Witness cargo legal inspection by customs</p>	<p>1.1 Type of customs assessments and declarations determined according to type of cargo and customs requirements</p> <p>1.2 Supporting documents determined according to customs requirements</p> <p>1.3 Eligibility for duty, tax and excise exemption determined according to customer eligibility status</p> <p>1.4 Transport transshipment documents determined according to shipping documents</p> <p>1.5 Permit to release dutiable cargo applied according to customs requirements</p> <p>1.6 Import permits and approval from other government agencies (OGA) checked to ensure compliance with regulatory requirements</p> <p>2.1 Cargo inspection arrangement prepared as per custom requirements</p> <p>2.2 Information provided for legal inspection if required</p> <p>2.3 Inspection document endorsement obtained upon successful inspection</p> <p>2.4 Non-compliance and</p>

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

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
4. Logistics Inventory Control	IL-013-2:2014-C04	<p>Logistics Inventory Control describes the competencies required to carry out warehouse inventory control including stock check and updating of inventory records</p> <p>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.</p> <p>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).</p>	<p>1. Interpret warehouse stock check instructions</p> <p>2. Check resource allocation</p>	<p>1.1 Type of warehouse, stock check and stock inventory determined according to stock check instructions</p> <p>1.2 Priority stock balance determined according to existing inventory records</p> <p>1.3 Inbound/ outbound cargo movement information determined according to existing inventory records</p> <p>1.4 Safety and security regulatory requirements determined to ensure compliance during stock check</p> <p>2.1 Stock check information determined according to stock check schedule</p> <p>2.2 Roles and responsibilities in stock check determined understood</p> <p>2.3 Warehouse area for stock check determined.</p> <p>2.4 Tools and equipment needed for stock check identified and prepared.</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Carry out stock check</p> <p>4. Update warehouse cargo inventory records</p> <p>5. Handle warehouse inbound cargo</p>	<p>3.1 Stock physical condition checked to ensure stock in required condition</p> <p>3.2 Stock inventory accuracy confirmed through tally report</p> <p>3.3 Stock variance (shortage damage, extra or expired) reported to superior for further action</p> <p>3.4 Stock check checklist completed in an accurate manner.</p> <p>3.5 Safety & security procedures practiced in accordance with regulatory requirements</p> <p>4.1 Stock inventory records updated in database system</p> <p>4.2 Stock inventory recorded according to item priority and by division</p> <p>4.3 Requirement for replenishment requisition reported to superior</p> <p>5.1 Cargo documents checked against physical goods for accuracy</p> <p>5.2 Cargo details checked and discrepancies reported to superior, if applicable</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			6. Handle warehouse outbound cargo	5.3 Binning (segregation & allocation) activities performed according to warehouse SOP 5.4 Cargo identification tagging, labelling and coding carried out according to warehouse SOP 5.5 Cargo stored at designated areas according to warehouse SOP 5.6 Inventory system updated in a timely manner according to warehouse requirements 5.7 Safety & security procedures practiced in compliance with regulatory requirements 6.1 Outbound cargo handling requirements determined according to cargo release instructions 6.2 Outbound cargo details obtained from database system 6.3 Outbound cargo located based on tag 6.4 Staging works performed according to warehouse SOP 6.5 Cargo release

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
				<p>documentation prepared according to warehouse SOP</p> <p>6.6 Safety & security procedures practiced in compliance with regulatory requirements</p>
5. Logistics Data Administration	IL-013-2:2014-C05	<p>Data Administration describes the competencies required to use database management system to generate customer and operations database.</p> <p>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.</p> <p>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</p>	<p>1. Generate shipment job file</p> <p>2. Compile customer records</p>	<p>1.1 Shipment information obtained as per shipment documents</p> <p>1.2 Customer information and shipment details keyed in database system</p> <p>1.3 Job number allocated and job file created according to company SOP</p> <p>1.4 Shipping documents compiled according to job file checklist</p> <p>1.5 Customer data handled in compliance with regulatory requirements</p> <p>2.1 Database system accessed according to authorised level</p> <p>2.2 Customer data keyed in and organised in accordance with company SOP</p> <p>2.3 Customer profiling updated as per company database system format</p> <p>2.4 Customer data handled in</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>3. Update data administration records</p> <p>4. Distribute shipment job file</p>	<p>compliance with regulatory requirements</p> <p>3.1 Relevant information extracted from shipping documents and keyed in database system</p> <p>3.2 Updated shipment data sent or printed upon request</p> <p>3.3 Database system and information handled in compliance with company SOP</p> <p>4.1 Documents sorted according to receivers' list</p> <p>4.2 Letter/email reference number obtained, draft written and submitted to superior for approval</p> <p>4.3 Shipment information circulated according to receivers' list</p> <p>4.4 Acknowledgement obtained from receivers to ensure information is circulated</p>
6. Shipment Hub Processing	IL-013-2:2014-E01	<p>Shipment Hub Processing describes the competencies required to segregate shipment before it is handed over to the courier and line haul for delivery.</p> <p>The person who is competent in this CU shall be able to inspect</p>	1. Inspect hub processing tools and equipment functionality	<p>1.1 Hub processing materials, tools and equipment inspected according to inspection checklist.</p> <p>1.2 Preliminary inspection checklist submitted to superior for approval</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>hub processing tools and equipment functionality, check in customer shipment, perform shipment coding, rectify hub processing service exception and hand over/ upload/ release shipment.</p> <p>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).</p>	<p>2. Check in customer shipment</p> <p>3. Perform shipment coding</p> <p>4. Rectify hub processing service exception</p>	<p>2.1 Shipment checked in for inbound records</p> <p>2.2 Shipment labelled according to nature of shipment.</p> <p>2.3 Physical shipment and quantity checked and balanced according to pick-up sheet and consignment manifest.</p> <p>3.1 Recipient shipment information checked for accuracy and completeness</p> <p>3.2 Shipment coded according to recipient address (abbreviation).</p> <p>3.3 Shipment sorted according to code/area and types of shipment.</p> <p>3.4 East Malaysia (EM) and International (INT) shipment packed according to company standard packaging guidelines</p> <p>4.1 Incomplete address and insufficient documentation identified</p> <p>4.2 Hub processing service exception resolved according to company rectification procedure</p>

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 manifest 5.5 Manifest acknowledged by linehaul or courier

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Load (FCL) <ul style="list-style-type: none"> - Loose Container Load (LCL) - Bulk • Air <ul style="list-style-type: none"> - Main deck - Lower deck - Bulk - Unit Load Device (ULD) • Land such as <ul style="list-style-type: none"> - Full Truck Load (FTL) / Chartered truck - Loose Truck Load (LTL) / Consolidated Cargo - Bonded / Non bonded <p>iii. Types of cargo</p> <ul style="list-style-type: none"> • General cargo • Dangerous goods (DG) • Perishable • Valuable • Fragile • Sensitive • Weapon • Vulnerable • Human remains <p>iv. Types of shipping documents</p>	<p>v. Check cargo actual location</p> <p>vi. Update cargo arrival status and shipment details in database system</p>	<p><u>Safety:</u></p> <p>i. Consider related cargo safety and security requirements</p> <p><u>Environmental:</u></p> <p>i. Consider related environmental regulatory requirements</p>			<p>ii. Cargo tracked and traced using cargo tracking system</p> <p>iii. Cargo actual arrival status confirmed via cargo notification received</p> <p>iv. Cargo actual location checked</p> <p>v. Cargo arrival status and shipment details updated in database system</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Invoice • Packing list • Airway bill • Bill of lading • Material safety data sheet (MSDS) • Permits (such as import permit-AP, Energy and Electric Commission (EEC, <i>Jabatan Bekalan Elektrik</i>-JBE permit) • Fumigation certificate <p>v. Types of cargo tracking systems</p> <ul style="list-style-type: none"> • Air cargo tracking system • Liner tracking system • Land tracking system (GPS, etc) <p>vi. Track and trace cargo status details</p> <ul style="list-style-type: none"> • 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
	<p>vii. Methods of cargo arrival status notification</p> <ul style="list-style-type: none"> • Vessel - notice of arrival • Flight - airline confirmation • Road – booking confirmation • Rail – notice of arrival <p>viii. Cargo shipment details</p> <ul style="list-style-type: none"> • Master Airway Bill (MAWB) 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
	<ul style="list-style-type: none"> border (levy charges, government service tax-GST, permit fee) iv. Types of shipment charges <ul style="list-style-type: none"> • Air freight collect charges • Ocean freight collect charges • Trucking charges v. Methods of inbound shipment charges calculation <ul style="list-style-type: none"> • Transaction value method • Identical value method • Similar value method • Deductive value method • Computed value method • Fallback value method vi. Inbound operations governing agencies <ul style="list-style-type: none"> • International Air Tariff Agency (IATA) • Air Freight Federation Association 					with safety, security and environmental regulatory requirements

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	Prohibition of Export Order 1998 <ul style="list-style-type: none"> • Customs Duty Order 1996 • Customs Duty Order (ASEAN origin cargo) (Common Effective Preferential Tariff (CEPT) Scheme1995) iv. Types of customs forms such as <ul style="list-style-type: none"> • Custom form K1 • Custom form K3 • Custom form K8 v. <i>Sistem Maklumat Kastam (SMK/EDI)</i> vi. Calculation of indirect taxes <ul style="list-style-type: none"> • Import duty • Sales tax • Excise duty vii. Types of exemptions <ul style="list-style-type: none"> • 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
	<ul style="list-style-type: none"> • Malaysia International Trade & Industry (MITI) exemption • Temporary import exemption viii. Types of free zone declaration forms <ul style="list-style-type: none"> • Import - ZB1 • Domestic transshipment - ZB3 • Trading/labelling/ break-bulk - ZB4 ix. Customs registration number and station code x. Declaration application supporting documents <ul style="list-style-type: none"> • Temporary import permit • Exemption approval • General Bond • Bank Guarantee xi. Other Government Agency (O.G.A) approval <ul style="list-style-type: none"> • Health department • Agriculture department xii. Customs departments and functions <ul style="list-style-type: none"> • Import export 					<p>declaration prepared in compliance with safety, security and environmental regulatory requirements</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Short landed 					with related safety, security and environmental regulatory requirements
6. Monitor inbound cargo transfer out from port	<p>i. Types of trucks</p> <ul style="list-style-type: none"> 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 <p>ii. Lifting equipment</p> <ul style="list-style-type: none"> Forklift Crane Reach truck Hand-jack <p>iii. Cargo handling procedures</p> <p>iv. Types of transport documents</p> <ul style="list-style-type: none"> Delivery order Customs form Shipping documents 	<p>i. Check transportation mode</p> <p>ii. Check to ensure safe loading of cargo onto transport</p> <p>iii. Handover transport documents</p> <p>iv. Report completion of inbound cargo handling</p>	<p><u>Attitude:</u></p> <p>i. Systematic in monitoring transfer of cargo out from port</p> <p><u>Safety:</u></p> <p>i. Adhere to safety procedures</p> <p><u>Environmental:</u></p> <p>i. Comply with related environmental regulatory requirements</p>	<p>6</p> <p>14</p>	<p>Lecture</p> <p>Discussion</p> <p>Problem-based Learning</p> <p>Demonstration</p> <p>Project</p>	<p>i. Transportation mode checked according to shipping documents</p> <p>ii. Loading of cargo onto transport checked to ensure compliance with safety procedures</p> <p>iii. Related transport documents handed over to transporter</p> <p>iv. Completion of inbound cargo handling reported in required format</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • 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. 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.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. 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)
1. Sample shipping documents <ul style="list-style-type: none"> • Invoice • Packing list • Airway bill • Bill of lading • Material safety data sheet (MSDS) • Permits (such as import permit-AP, Energy and Electric Commission (EEC, <i>Jabatan Bekalan Elektrik</i>-JBE permits) • Fumigation certificate 	1:1
2. Various types of cargo	1:10
3. Sample MITI Documents	1:1
4. Sample Customs Forms	1:1
5. Sample Free Zone Declaration Forms	1:1

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

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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR		INTEGRATED LOGISTICS SERVICES						
SUB SECTOR		INTEGRATED LOGISTICS SERVICES PROVIDER						
JOB AREA		LOGISTICS						
NOSS TITLE		LOGISTICS OPERATION						
COMPETENCY UNIT TITLE		OUTBOUND CARGO HANDLING						
LEARNING OUTCOME		<p>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.</p> <p>Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • 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 						
PRE-REQUISITE (if applicable)								
COMPETENCY UNIT ID		IL-013-2:2014-C02	LEVEL	2	TRAINING DURATION	180 HOURS	SKILL CREDIT	18
Work Activities	Related Knowledge	Related Skills		Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Identify outbound cargo information	i. Types of shipment transaction <ul style="list-style-type: none"> • Inbound • Outbound 	i. Interpret shipping documents information	ii. Interpret shipping	<u>Attitude:</u> i. Thorough in checking inbound cargo 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 <ul style="list-style-type: none"> • Sea <ul style="list-style-type: none"> ○ Full Container Load (FCL) ○ Loose Container Load (LCL) ○ Bulk • Air <ul style="list-style-type: none"> ○ Main deck ○ Lower deck ○ Bulk ○ Unit Load Device (ULD) • Land such as <ul style="list-style-type: none"> ○ Full Truck Load (FTL) / Chartered truck ○ Loose Truck Load (LTL) / Consolidated Cargo ○ Bonded / Non bonded iii. Types of cargo <ul style="list-style-type: none"> • 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 iii. Related outbound cargo information listed

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Vulnerable • Human remains iv. Types of shipping documents <ul style="list-style-type: none"> • 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 Elektrik</i>-JBE permit) • Fumigation certificate • Phytosanitary certificate v. Shipping Instructions such as <ul style="list-style-type: none"> • Destination details • Shipper details • Consignee details • Shipment terms • Volume of cargo • Special instructions vi. Regulatory requirements: <ul style="list-style-type: none"> • Related Customs Act 1967 					

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> class) <ul style="list-style-type: none"> • Position label (upright arrow, forklifting label) • Perishable label • Fragile label • Wood Packing Material (WPM) • Special label indicator ii. Types of markings <ul style="list-style-type: none"> • non-stackable • temperature • running number iii. ISPM certification iv. Label details information <ul style="list-style-type: none"> • Airway bill number • Quantity • Destination • Consignee details v. Position of label vi. Quality of printed label 	<ul style="list-style-type: none"> iv. Check ISPM stamp and certification on Wood Packing Material 	<ul style="list-style-type: none"> neatness in cargo labelling iii. Comply with labelling requirements <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Comply with safety and security regulatory requirements <p><u>Environmental:</u></p> <ul style="list-style-type: none"> i. Comply with related environmental regulatory requirements 	14	Demonstration Project	<ul style="list-style-type: none"> 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 environmental regulatory requirement adhered
6. Inspect outbound cargo consignments	<ul style="list-style-type: none"> i. Cargo information <ul style="list-style-type: none"> • Types of cargo • Types of packing (such as carton boxes, rolls, bundles, jumbo bag, skid, pallet, container, crate, loose cartons) 	<ul style="list-style-type: none"> i. Check cargo information ii. Check outbound cargo physical condition iii. Report discrepancy found iv. Check export prohibition cargo documentation 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in inspection of consignment ii. Comply with regulatory requirements 	6 14	Lecture Discussion Problem-based Learning Demonstration Project	<ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> • Physical conditions • Quantity tally count iii. Outer packing condition indicators <ul style="list-style-type: none"> • Indicator shock watch • Tip & tilt watch • Fragile arrow • Shipping standard marking iv. Types of discrepancy <ul style="list-style-type: none"> • Physical condition (such as torn, leak, indicator turns red, smell, broken) • Difference in quantity • Misplace • Short landed v. Export prohibition cargo documentation <ul style="list-style-type: none"> • Phytosanitary certificate • 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 documentation checked to ensure compliance with regulatory requirements v. EPPC/ISPM fumigation marking/stamp checked to ensure compliance with regulatory requirements vi. Related safety, security and environmental regulatory requirements adhered

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>exemption</p> <ul style="list-style-type: none"> • Malaysia International Trade & Industry (MITI) exemption <p>vii. Types of free zone declaration forms</p> <ul style="list-style-type: none"> • Export – ZB2 • Domestic transshipment - ZB3 • Trading/labelling/ break-bulk - ZB4 <p>viii. Customs registration number and station code</p> <p>ix. Other Government Agency (O.G.A) approval</p> <ul style="list-style-type: none"> • Health department • Agriculture department <p>x. Customs import export departments and functions</p> <p>xi. Customs official receipt / custom chit</p>					<p>forms (customs /free zone) submitted online</p> <p>vii. Declaration application supporting documents prepared</p> <p>viii. Customs registration number and station code obtained</p> <p>ix. Completed customs forms submitted to Customs Complex</p> <p>x. Customs official receipt/ /custom chit obtained and filed</p> <p>xi. Customs declaration prepared in compliance with related safety, security and environment</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Manpower overtime wages iii. Costing sheet preparation method <ul style="list-style-type: none"> • 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	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

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

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
8. Sample shipping documents <ul style="list-style-type: none"> • 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) • Fumigation certificate 	1:1
9. Various types of cargo	1:10
10. Sample MITI Documents	1:1
11. Sample Customs Forms	1:1
12. Sample Free Zone Declaration Forms	1:1
13. Web Tracking System	1:25
14. Personal Protective Equipment	1:1

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • ATA carnet (temporary approval) <ul style="list-style-type: none"> - Exhibition - Events - Demonstration - Evaluation - etc • Free zone clearance <p>iii. Types of customs assessments</p> <ul style="list-style-type: none"> • Normal assessment • 100% physical checking • Break seal • Scanning <p>iv. Types of customs forms</p> <ul style="list-style-type: none"> • Customs form K1 • Customs form K2 • Customs form K3 • Customs form K5 • Customs form K8 • Customs form K9 <p>v. Shipping documents</p> <ul style="list-style-type: none"> • Airway Bill (AWB) • Bill of Lading (BL) • Invoice • Packing list <p>vi. Supporting documents</p> <ul style="list-style-type: none"> • Material Safety 	<p>documents</p> <p>vi. Determine transport transshipment documents</p> <p>vii. Apply permit to release dutiable cargo</p> <p>viii. Check shipping documentation</p> <p>ix. Check import permits</p> <p>x. Check approval from other government agencies (OGA)</p>	<p><u>Safety:</u></p> <p>i. Comply with related cargo safety and security requirements</p> <p><u>Environmental:</u></p> <p>i. Comply with related environmental regulatory requirements;</p>			<p>assessment determined</p> <p>iv. Types of customs forms listed</p> <p>v. Required supporting documents listed</p> <p>vi. Transport transshipment documents listed</p> <p>vii. Permit to release dutiable cargo applied</p> <p>viii. Shipping documentation, import permits and approval from OGA listed</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> Data Sheet (MSDS) • Certificate of Origin (COO) • Temporary approval <ul style="list-style-type: none"> ○ Bank Guarantee ○ Liner release letter • Exemption letter • Bond vii. Transport Transhipment declaration <ul style="list-style-type: none"> • ZB1 • ZB3 • ZB4 viii. Types of prohibited cargo <ul style="list-style-type: none"> • Wood • Rubber • Food stuff (Fruits, sugar, vegetables, frozen food) ix. Types of permit <ul style="list-style-type: none"> • 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
	<p>Information Malaysia (FOSIM permit</p> <ul style="list-style-type: none"> • <i>Lembaga Kemajuan Ikan Malaysia (LKIM) permit</i> <p>x. Types of exemption</p> <ul style="list-style-type: none"> • Full exemption (Licence Manufacturing Warehouse -LMW) • Sales tax exemption (CJ5) • Ministry Of Finance (MOF) exemption • Malaysia International Trade & Industry (MITI) exemption • Temporary import exemption <p>xi. Approval from other government agencies (OGA)</p> <ul style="list-style-type: none"> • 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
	<ul style="list-style-type: none"> • Simultaneous (land) ii. Release of cargo documents for import and export iii. Type of duties <ul style="list-style-type: none"> • Import duty/tax • Export duty/excise • Sales tax iv. Types of duty payment modes <ul style="list-style-type: none"> • Electronic Fund Transfer (EFT) • Cash • Bank draft v. Release of cargo approval documents <ul style="list-style-type: none"> • Receipt of duty payment • Endorsed Customs forms • Endorsed Permits • Endorsed Authority parties (Liner, Airline, etc) documents • Endorsed Other Government Agencies (OGA) documents vi. Cargo status <ul style="list-style-type: none"> • Location of cargo • Cargo arrival • Condition of cargo 	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> form/report ii. Honest in providing data and information <p><u>Safety:</u></p> <ul style="list-style-type: none"> i. Comply with related cargo safety and security requirements <p><u>Environmental:</u></p> <ul style="list-style-type: none"> i. Comply with related environmental regulatory requirements 	17	Demonstration Project	<ul style="list-style-type: none"> 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 environmental 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 <ul style="list-style-type: none"> • 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.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

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

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Sample shipping documents <ul style="list-style-type: none"> • 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 Elektrik</i>-JBE Permit) • Fumigation certificate • Phytosanitary certificate 	1 : 1
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 <ul style="list-style-type: none"> • Airway bill • Bill of lading • Invoice • Packing list • Product catalogue 	1:1
6. Sample permits <ul style="list-style-type: none"> • Malaysian Timber Industry Board (MTIB) permit • Malaysian Quarantine and Inspection Service (MAQIS) permit • Food Safety Information Malaysia (FOSIM) permit • <i>Lembaga Kemajuan Ikan Malaysia (LKIM) permit</i> 	1:1
7. Various types of cargo	1:10
8. Sample billing documents	1:1

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1. Alan R. Kogan (2012), The Handbook of Logistics and Distribution Management, Page Publishing, ISBN 0749457147

CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	INTEGRATED LOGISTICS SERVICES						
SUB SECTOR	INTEGRATED LOGISTICS SERVICES PROVIDER						
JOB AREA	LOGISTICS						
NOSS TITLE	LOGISTICS OPERATION						
COMPETENCY UNIT TITLE	LOGISTICS INVENTORY CONTROL						
LEARNING OUTCOME	<p>The person who is competent in this competency unit shall be able to handle warehouse inventory control including stock check and updating of inventory records.</p> <p>Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • 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 						
PRE-REQUISITE (if applicable)							
COMPETENCY UNIT ID	IL-013-2:2014-C04	LEVEL	2	TRAINING DURATION	120 HOURS	SKILL CREDIT	12
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental		Training Hours	Delivery Mode	Assessment Criteria
1. Interpret warehouse stock check instructions	i. Types of warehouse <ul style="list-style-type: none"> • Bonded • Non -bonded • Licenced Manufacturing warehouse (LMW) • Public warehouse • Private warehouse 	i. Identify types of warehouse ii. Identify type of stock check iii. Identify types of stock inventory iv. Interpret existing inventory record	<u>Attitude:</u> i. Meticulous in interpreting warehouse stock check instructions		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 <ul style="list-style-type: none"> • Random stock check • Perpetual stock check • periodic cycle count • stock check with partially provided information • blind count iii. Types of stock inventory: <ul style="list-style-type: none"> • Inbound Stock • Outbound Stock • Damaged Stock • Defect Stock • Redundant Stock iv. Inventory record contents <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 environmental regulatory requirements adhered

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>stock check</p> <ul style="list-style-type: none"> • Counter • Checker • Approver <p>iii. Inventory record contents</p> <ul style="list-style-type: none"> • Types of goods • Storage location • Quantity • Previous stock take date • Manufacturing date • Expiry date • Schedule • Goods movement cut off time <p>iv. Stock physical condition</p> <ul style="list-style-type: none"> • identification • location • counting • tagging <p>v. Types of stock variance</p> <ul style="list-style-type: none"> • Shortage • Excessed • Damaged • Expired • Reconciled <p>vi. Stock check checklist items</p> <ul style="list-style-type: none"> • Lot number • Batch number • Bulk item 		<p><u>Safety:</u></p> <p>i. Adhere to warehouse safety and security requirements</p> <p><u>Environmental:</u></p> <p>i. Adhere to environmental regulatory requirements</p>			<p>iv. Stock take checklist completed</p> <p>v. Related safety, security and environmental regulatory requirement adhered</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Case number • Quantity • Colour code • etc vii. Warehouse safety and security requirements <ul style="list-style-type: none"> • Related OSHA requirements 					
4. Update warehouse cargo inventory records	i. Inventory record contents <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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	<u>Attitude:</u> i. Systematic in updating stock inventory data	6 14	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
	ii. Cargo details <ul style="list-style-type: none"> • Type of cargo • Quantity of cargo • Date of delivery iii. Segregation criteria <ul style="list-style-type: none"> • Types of cargo • Final destination • Volume of tonnage • First in First Out (FIFO) iv. Types of tagging <ul style="list-style-type: none"> • Colour coding • Bar coding • Cargo tagging v. Staging works <ul style="list-style-type: none"> • Re-packaging • Wrapping • Palletizing • Tagging for fumigation • Quality inspection vi. Cargo release documentation from warehouse <ul style="list-style-type: none"> • Delivery order • Gate pass vii. Warehouse safety and security requirements <ul style="list-style-type: none"> • Related OSHA requirements • Related ISO requirements • Related security 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 <u>Safety:</u> 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 documentation prepared vii. Inventory system updated viii. Related safety, security and environmental regulatory requirements adhered

Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information.</p> <p>01.02 Document information procedures or processes.</p> <p>01.03 Utilize basic IT applications.</p> <p>01.04 Analyse information.</p> <p>01.05 Utilize the Internet to locate and gather information.</p> <p>01.06 Utilize word processor to process information</p> <p>02.01 Interpret and follow manuals, instructions and SOP's.</p> <p>02.02 Follow telephone/telecommunication procedures.</p> <p>02.03 Communicate clearly.</p> <p>02.04 Prepare brief reports and checklist using standard forms.</p> <p>02.05 Read/Interpret flowcharts and pictorial information.</p> <p>02.06 Write memos and letters.</p> <p>02.07 Utilize Local Area Network (LAN)/ Intranet to exchange information.</p> <p>02.08 Prepare pictorial and graphic information</p> <p>03.01 Apply cultural requirement to the workplace.</p> <p>03.02 Demonstrate integrity and apply practical practices.</p> <p>03.03 Accept responsibility for own work and work area.</p> <p>03.04 Seek and act constructively upon feedback about work performance.</p> <p>03.05 Demonstrate safety skills.</p> <p>03.06 Respond appropriately to people and situations.</p> <p>03.07 Resolve interpersonal conflicts.</p> <p>03.08 Develop and maintain a cooperation within work group.</p> <p>04.01 Organize own work activities.</p> <p>04.02 Set and revise own objectives and goals.</p> <p>04.03 Organize and maintain own workplace.</p>	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

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
<ul style="list-style-type: none"> • Fork lift 	1:25
<ul style="list-style-type: none"> • Stacker 	
<ul style="list-style-type: none"> • Pallet jack 	

- IT equipment
- Trolley
- Crane
- Jack

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Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iii. Data administration operation work flow iv. File details <ul style="list-style-type: none"> • Job number • Job name • Shipping details v. Job file documents <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • Name • Company • Address • Contact Number • Account ii. Definition of database system iii. Types of database system such as <ul style="list-style-type: none"> • EXCEL • CCMS • AS400 • UBS system • SUS portal system • SAGAE • SQL iv. Application of database system	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> i. Systematic in compiling customer records ii. Maintain data confidentiality <u>Safety:</u> i. Comply with Personal Data Protection Act <u>Environmental:</u> i. Minimise wastage	6 14	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

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

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
<ul style="list-style-type: none">• 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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CURRICULUM of COMPETENCY UNIT (CoCU)

SECTOR	INTEGRATED LOGISTICS SERVICES						
SUB SECTOR	INTEGRATED LOGISTICS SERVICES PROVIDER						
JOB AREA	LOGISTICS						
NOSS TITLE	LOGISTICS OPERATION						
COMPETENCY UNIT TITLE	SHIPMENT HUB PROCESSING						
LEARNING OUTCOME	<p>The person who is competent in this competency unit shall be able to segregate shipment before it is handed over to the courier and line haul for delivery.</p> <p>Upon completion of this competency unit, trainees will be able to:-</p> <ul style="list-style-type: none"> • inspect hub processing tools and equipment functionality • check in customer shipment • perform shipment coding • rectify hub processing service exception • hand over/ up load shipment 						
PRE-REQUISITE (if applicable)							
COMPETENCY UNIT ID	IL-013-2:2014-E01	LEVEL	2	TRAINING DURATION	240 Hours	SKILL CREDIT	24
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Inspect hub processing tools and equipment functionality	i. Types of hub processing materials, tools and equipment such as: <ul style="list-style-type: none"> • Materials <ul style="list-style-type: none"> ○ Consol plastic bag ○ Sugar/ Nylon bag ○ Consol manifest 	i. Obtain hub processing materials, tools and equipment inspection checklist ii. Inspect hub processing materials, tools and equipment according to inspection checklist iii. Submit preliminary	<u>Attitude:</u> i. Meticulous in inspecting hub processing tools and equipment functionality <u>Safety:</u> i. Adhere to safety	4 8	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
	<ul style="list-style-type: none"> ○ Master consol manifest ○ Pick up sheet ○ Label sticker ○ Seal tag ○ Stationery ● Tools and Equipment <ul style="list-style-type: none"> ○ Handheld scanner ○ Computer ○ Printer ○ Weighing machine ○ Conveyor ○ Forklift ii. Importance of checking hub processing materials <ul style="list-style-type: none"> ● Ensure materials stock sufficient ● To support the smoothness of daily operation ● Shipment security iii. Importance of checking hub processing tools and equipment <ul style="list-style-type: none"> ● Equipment functionality ● To support the smoothness of daily operation ● Shipment and data security 	inspection checklist to superior	<p>procedures in inspecting hub processing tools and equipment functionality</p> <p><u>Environmental:</u></p> <ul style="list-style-type: none"> i. Minimise wastage 			<p>processing materials, tools and equipment inspected according to inspection checklist</p> <p>iii. Preliminary inspection checklist submitted for approval</p>

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>supporting documents as per Dangerous Goods Regulation requirement such as:</p> <ul style="list-style-type: none"> - Materials Safety Data Sheet (MSDS) - Chemical Safety Data Sheet (CSDS) <p>vii. Types of Dangerous Goods such as:</p> <ul style="list-style-type: none"> • Class 1 (Explosive) • Class 2 (Flammable gasses) • Class 3 (Flammable liquid) • Class 4 (Flammable solid) <p>viii. Types of Prohibited Items such as:</p> <ul style="list-style-type: none"> • Personal identification documents/ belonging such as: <ul style="list-style-type: none"> - I/C - Passport - Cash • Weapon • Drug • Livestock 					

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Confirm shipment quantity • Acknowledge manifest by linehaul and courier ii. Importance of obtaining acknowledge verification of manifest by linehaul and courier <ul style="list-style-type: none"> • To ensure the smoothness of tracking system within the operation • To narrow down the focus of shipment hub processing service exception iii. 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> <ol style="list-style-type: none"> 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. 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.	<ol style="list-style-type: none"> 1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

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

Tools, Equipment and Materials (TEM)

ITEMS	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

REFERENCES

1. Tim Gilbert (2005/2006), Tony's Guide to the Courier Industry, Trafford Publishing (UK) Ltd, ISBN: 1-4120-2400-5
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

SUMMARY OF TRAINING DURATION FOR LOGISTICS OPERATION (LEVEL 2)

NO ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE	RELATED SKILLS	HOURS	TOTAL (HRS)
			(A)	(B)	(A) + (B)	
IL-013-2:2014-C01	INBOUND CARGO HANDLING	Check cargo arrival status	6	14	20	
		Prepare shipment inbound charges / terms documentation	6	14	20	
		Prepare customs import declaration	6	14	20	
		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	20	
		TOTAL HOURS	36	84	120	
IL-013-2:2014-C02	OUTBOUND CARGO HANDLING	Identify outbound cargo information	6	14	20	
		Book cargo space	6	14	20	
		Check outbound cargo packing and transportation mode	6	14	20	
		Prepare bill of lading/ airway bill	6	14	20	
		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	

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

IL-013-2:2014-E01	SHIPMENT HUB PROCESSING	Inspect hub processing tools and equipment functionality	4	8	12	
		Check in customer shipment	22	50	72	
		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	Airfreight Forwarders Association of Malaysia
AFAM	Airfreight Forwarders Association of Malaysia
AFTA	ASEAN Free Trade Area
AFTA	ASEAN Free Trade Area
AP	Approved Permit
ASEAN	Association of Southeast Asian Nations
AWB	Airway bill
BL	Bill of Lading
CAR	Corrective Action Report
CBM	Cubic Metre
CoCU	Curriculum of Competency Unit
COD	Cash On Delivery
CP	Competency Profile
CPC	Competency Profile Chart
C-TPAT	Customs Trade Partnership Against Terrorism
CU	Competency Unit
DAP	Delivery At Place
DCA	Department of Civil Aviation
DDP	Delivery Duty Paid
DG	Dangerous Goods
DID	Drainage and Irrigation Department
DKM	Diploma Kemahiran Malaysia
DLKM	Diploma Lanjutan Kemahiran Malaysia
DOA	Department Of Agriculture
DOE	Department of Environment
DOP	Department Of Pharmacy
DOSH	Department of Occupational Safety and Health
DSD	Department of Skills Development
EDI	Electronic Data Interchange
EFT	Electronic Fund Transfer
EQA	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	International Commercial Terms
ISO	Standards of International Organization
ISPM	International Standards for Phytosanitary Measures
JBE	Jabatan Bekalan Elektrik
JD	Job Description
JPK	Jabatan Pembangunan Kemahiran
JPTS	Jawatankuasa Teknikal Penilaian Standard
KLAS	Kuala Lumpur Airport Service
KPI	Key Performance Indicator
KTM	Keretapi Tanah Melayu
LCL	Less than Container Load
LIFO	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	Proof Of Delivery
SAP	Systeme, Andwendungen, Produkte
SKM	Sijil Kemahiran Malaysia
SMK	Sistem Maklumat Kastam
SOP	Standard Operating Procedure
SP	Standard Practice
STA	StrategicTrade Act
STC	Standard Trading Conditions
SWOT	Strength, Weakness, Opportunity Threat
TAPA	Transport Asset Protection Association
WMS	Warehouse Management System