



STANDARD KEMAHIRAN PEKERJAAN KEBANGSAAN
(NATIONAL OCCUPATIONAL SKILLS STANDARD)

STANDARD PRACTICE & STANDARD CONTENTS
FOR

FORWARDING OPERATIONS
LEVEL 2



**Jabatan Pembangunan Kemahiran
Kementerian Sumber Manusia, Malaysia**

TABLE OF CONTENTS

No.	Contents	Pages
Standard Practice		
1.	Introduction	i
2.	Occupational Structure	iii-iv
3.	Description of Competency Level	v
4.	Malaysian Skills Certification	vi
5.	Job Competencies	vii
6.	Working Conditions	vii
7.	Employment Prospects	vii
8.	Training, Industrial Recognition, Other Qualifications and Advancements	vii
9.	Sources of Additional Information	viii
10.	Acknowledgement	x
11.	NOSS Development Committee Members	xi
12.	Competency Profile Chart	xii
13.	Competency Profile (CP)	1- 9
Curriculum of Competency Unit (CoCU)		
1.	Inbound Cargo Handling	1 – 9
2.	Outbound Cargo Handling	10 – 27
3.	Forwarding Data Administration	28 – 35
4.	Customs and Port Clearance	36 – 45

STANDARD PRACTICE
NATIONAL OCCUPATIONAL SKILLS STANDARD (NOSS) FOR;
FORWARDING OPERATIONS
LEVEL 2

1. INTRODUCTION

This is a new NOSS developed for Forwarding Operations under the Integrated Logistics Services Provider sub sector of the Integrated Logistics Services sector. Generally, Forwarding Operations refers to the job of a forwarder that acts on behalf of importers, exporters or other companies or persons, organising the safe, efficient and cost-effective transportation of goods.

A forwarder is a person or company that organises shipments for individuals or corporations to get goods from the manufacturer or producer to a market, customer or final point of distribution. A forwarder does not move the goods but acts as an expert in supply chain management. They arrange the best means of transport, with a contracted carrier, using the services from a variety of shipping providers, including ships, airplanes, trucks and freight trains. International freight forwarders have additional expertise in preparing and processing customs and other documentation and performing activities pertaining to international shipments.

Information reviewed by a freight forwarder includes the commercial invoice, shipper's export declaration, bill of lading and other documents required by the carrier or country of export, import, and/or transshipment.

The demands for qualified and experienced Forwarding 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 certain guidelines and standards based on the level of competencies that have been set by the industrial experts in this field.

Based on the development findings, it was decided that the entry level for a career in Forwarding Operations is at Level 2. The justification is based on the nature of work that requires competency 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.

Based on the existing Occupational Analysis Structure (refer to Figure 1.1) the Integrated Logistic Services sector consists of a job area known as Forwarding. Consequently, the development of this NOSS at Level 2 (refer to *Figure 1.2 Occupational Profile Chart for Forwarding – Forwarding Operations*) is essential so that the sub sector will have complete standards and guidelines to be used by the industry.

The first stage of NOSS development is to identify the Competency Unit (CU) for Forwarding Operations Level 2. The CU can be defined as a meaningful unit of work, which contains several activities to complete a work cycle objectively and the CU must

be independent (stand-alone). Core CU are the competencies that are common/generic to the job according to the industry. Elective CU is the competencies required for a specific industry/sub sector/manufacturer.

The second stage of NOSS development is to develop the Competency Profile (CP). The CP is the summary and analysis of all the competency units that have been identified in the first stage of the development. Each CU will be analysed in order to determine the work activity involved. The performance criteria for each activity will also be determined.

The final stage of NOSS development is to develop the Curriculum of Competency Unit (CoCU). This will be done based on the information of the developed CP. After the final stages of NOSS development, a complete set of final draft will be presented to Jawatankuasa Teknikal Penilaian Standard (JPTS) which consists of experienced industrial experts for validation purposes. Later, this validated document will be submitted to Majlis Pembangunan Kemahiran Kebangsaan (MPKK) for approval and endorsement.

This NOSS provides first-hand information to the workers regarding the Forwarding Operations working environment. This NOSS also provides a career path and employment development for those involved in this industry. For potential candidates interested to work in the area, the minimum entry qualification is *Sijil Pelajaran Malaysia* (SPM). The candidate must also be able to read, write and possess applied skills and interest in Forwarding Operations.

Pre-requisites

Based on the industry experts' findings, it was decided that the minimum requirement for those interested to enrol in this course are as follows:

- Medically and physically fit to meet the high demands of this particular job scope
- Fluent in *Bahasa Malaysia* or English in order to communicate, understand clients' requirements and needs, with the final outcome of delivering the most positive and satisfactory performance

2. OCCUPATIONAL STRUCTURE

Existing Occupational Structure

SECTOR	INTEGRATED LOGISTICS SERVICES				
SUB SECTOR	INTEGRATED LOGISTICS SERVICES PROVIDER				
LEVEL / JOB AREA	Forwarding	Warehouse & Transportation	Inventory Management	Domestic & Regional Distribution	Courier Services
L5	Forwarding Operations Manager	Logistics Manager	Inventory Manager	Distribution	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	Inventory	Distribution Senior Clerk	Dispatch Senior Clerk
L1	Forwarding Operations Clerk	Material Handler			

Figure 1.1 Occupational Framework Matrix for Integrated Logistics Services Provider Sub sector of Integrated Logistics Services in Malaysia

Occupational Area Structure

SECTOR	INTEGRATED LOGISTICS SERVICES				
SUB SECTOR	INTEGRATED LOGISTICS SERVICES PROVIDER				
LEVEL / JOB AREA	Forwarding	Warehouse & Transportation	Inventory Management	Domestic & Regional Distribution	Courier Services
L5	Forwarding Operations Manager	Logistics Manager	Inventory Manager	Distribution	Courier Services Manager
L4	Forwarding Operations Executive	Logistics Executive	Inventory Executive	Distribution Executive	Courier Services Executive
L3	Forwarding Operations	Logistics Supervisor	Inventory Supervisor	Distribution Supervisor	Courier Services Supervisor
L2	Forwarding Operations	Logistics Technician	Inventory	Distribution Senior Clerk	Dispatch Senior Clerk
L1	EMBEDDED IN LEVEL 2	Material Handler			

Figure 1.2 Occupational Area Structure for Integrated Logistics Services Provider Sub sector of Integrated Logistic Services 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.

Malaysian Skills Certificate Level 1: (Operations Level) Competent in performing a range of varied work activities, most of which are routine and predictable.

Malaysian Skills Certificate Level 2: (Operations Level) Competent 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.

Malaysian Skills Certificate Level 3: (Supervisory 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.

Malaysian Skills Diploma Level 4: (Executive Level) 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.

Malaysian Skills Advanced Diploma Level 5: (Managerial Level) 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. MALAYSIAN SKILLS CERTIFICATION

Candidates, after being assessed and verified as having fulfilled the Malaysian Skills Certification requirements, shall be awarded with Sijil Kemahiran Malaysia (SKM) for Level 2. All candidates are also recommended to undergo on job training to attain knowledge and skills in the Forwarding Operations field of work.

Assessment must be in accordance with the following:

This NOSS outlines Competency Unit (CU) in the Forwarding Operations working environment as required by the industry and has been developed and documented following extensive collaboration across key Malaysian organisations. To meet the requirements of this industry, it is imperative that the CU outlined follow a high standard as well as maintenance of consistency throughout the assessment process. This can only be done by stipulating a precise framework in which the assessment of CU must be conducted. The training and assessment of a Forwarding Operation practitioner must be deployed in accordance with JPK policy and standard which are as follows:

- a) The final assessment of competence must include the combination of documented continuous assessment conducted by the facilitator during training and the results of post-training examination;
- b) The post-training examination must be practical in nature and involve demonstration and application of the CU utilising real equipment and real-world examples;
- c) The CU as outlined in this NOSS must be assessed throughout the training programme and during a post-training examination;
- d) The learning environment and facilities need to be in accordance with the requirements of the industries;
- e) The development and assessment of the CU must demonstrate that they develop transferable skills;
- f) The development and assessment of the CU must include documentation by candidates both during training and examination; and
- g) All training and assessment materials must be mapped and verified to be in accordance with the NOSS Forwarding Operation by a panel of industry subject matter experts appointed by JPK.

5. JOB COMPETENCIES

Forwarding Operations personnel (Level 2) are competent in performing the following core competencies:-

- Inbound Cargo Handling
- Outbound Cargo Handling
- Forwarding Data Administration
- Customs and Port Clearance

6. WORKING CONDITIONS

Generally, Forwarding Operations personnel work from under normal working hour from morning to evening depending on organisation's nature of business. They may be required to work extra hours to fulfil internal and external requirements. In forwarding operations, they may be needed to work in shift to accommodate work requirements and to cater global counterpart operations. They may work individually or in a modular group in a conducive and ventilated environment.

7. EMPLOYMENT PROSPECTS

There are excellent prospects in the private sector due to a shortage of hands-on experts in Forwarding Operations. In the public sector, there is also a lack of professional and well experienced forwarding services personnel. This area has a very good job market potential abroad for skilled personnel due to a shortage of such highly skilled personnel in this region. This can be seen throughout the real industry environment where there is high number of employment advertisements from multinational companies for skilled and experienced Forwarding Operations personnel. Among the industries with excellent prospects in relation to Forwarding Operations are Logistics, Supply Chain, Distribution and Transportation.

Other related occupation with respect to employment opportunities are:

- Courier Service Clerk
- Logistic Clerk
- Warehouse Clerk

Other related industries with respect to employment opportunities are:

- Electrical and Electronics
- Automotive
- Machinery and Equipment
- Pharmaceutical
- Business and Professional
- Third Party & Forth Party Logistics

8. TRAINING, INDUSTRIAL RECOGNITION, OTHER QUALIFICATIONS AND ADVANCEMENTS

Candidates are trained in both public and private sector training institutions. The basic qualifications for Forwarding Operations personnel are those who have completed SKM Level 2. Candidates who have completed Level 2 and have working experience are eligible to continue to Level 3. However, they can directly continue to Levels 4 and 5 upon completion of Level 3 and 4 respectively. As for career advancement, normally they learn their additional skills on the job. Trainees begin by observing and assisting experienced workers, sometimes in formal training programmes. As for high level

positions, they may be guided by a senior staff to enhance their skills and knowledge in the highly challenging and fast paced integrated logistics services working environment.

9. SOURCES OF ADDITIONAL INFORMATION

- **JABATAN PEMBANGUNAN KEMAHIRAN,**
Kementerian Sumber Manusia,
Tingkat 7 & 8, Blok D4, Parcel D,
Pusat Pentadbiran Kerajaan Persekutuan,
62530 Putrajaya, Selangor.
Tel: +603-8886 5589
Fax: +603-8889 2423
Email: jpk@mohr.gov.my
Website: www.dsd.gov.my
- **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
- **FEDERATION OF MALAYSIAN FREIGHT FORWARDERS (FMFF)**
No. 23 Jalan Cemerlang,
42000 Port Klang, Selangor Darul Ehsan.
Tel: +603-3165 3082
Fax: +603-3165 3081
Website: www.fmff.net
- **ROYAL MALAYSIAN CUSTOMS DEPARTMENT**
Kompleks Kementerian Kewangan
No. 2, PersiaranPerdana, Presint 3
62596 Putrajaya
Tel: +603-8882 2100
Website: www.customs.gov.my
- **PORT KLANG AUTHORITY**
Mail 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

10. ACKNOWLEDGEMENT

The Director General of DSD would like to extend his gratitude to the organisations and individuals who have been involved in developing this standard. This standard has been checked by the Standard Technical Evaluation Committee (STEC). Panel members of STEC are listed below:-

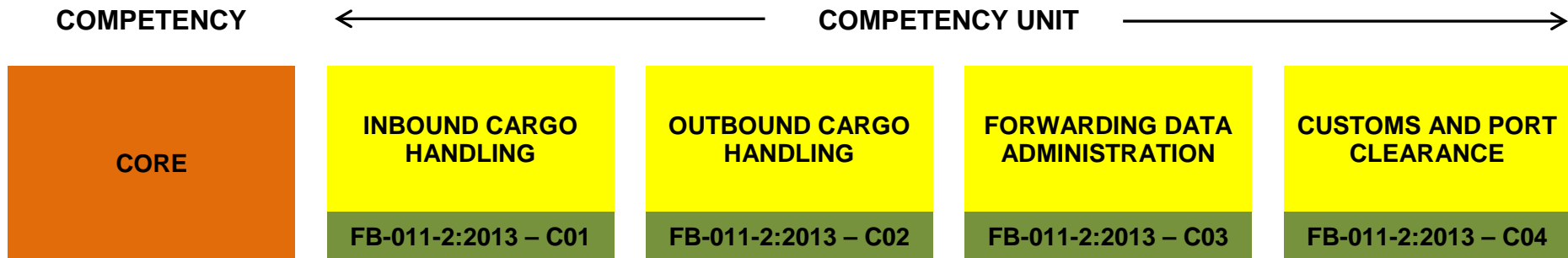
NO	NAME	COMPANY
1.	En. Wee Ah Sah	Member Federation of Malaysia Feight Forwarders (FMFF)
2.	En. Lee Wei Koon	Member Federation of Malaysia Feight Forwarders (FMFF)
3.	En. Cheok Tuan Sun	Chairman of Education and Training Federation of Malaysia Feight Forwarders (FMFF)

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

Panel		
1.	Mahanom Binti Jailani	Forwarding Executive, Freight Resources & Services Sdn. Bhd.
2.	Salmah Binti Leman	Forwarding Senior Executive, Schenker Logistic (M) Sdn. Bhd.
3.	Mohd Khairi Bin Mohd Daud @ Mohd Hanafi	Logistics & Forwarding Operations Senior Executive Nationwide Express Courier Services Berhad
4.	Manizah Binti Sa'din	Logistics & Forwarding Operations Executive, Muehlbauer Technologies Sdn. Bhd.
5.	Fathihanum Binti Mohd Noor	Logistics & Forwarding Assistant Manager, SA Logistik Sdn. Bhd.
6.	Suhaimie Bin Tamin	Forwarding Operations Supervisor, Generasi Jitu Sdn. Bhd.
7.	Suhada Binti Ahmad Shobidin	Forwarding Coordinator (Export & Import), BW Agencies Sdn. Bhd.
8.	Che Ku Alias Bin Che Ku Musa	Forwarding & Logistic Coordinator Dowell Schlumberger (M) Sdn. Bhd
Facilitator		
1.	Mohd Razali Bin Md Yunos	Total Oracle Sdn. Bhd.
Documentors		
1.	Nadia Joanna Hugh	Total Oracle Sdn. Bhd.
2.	Marliana Binti Othman	Total Oracle Sdn. Bhd.

COMPETENCY PROFILE CHART (CPC)

SECTOR	INTEGRATED LOGISTICS SERVICES		
SUB SECTOR	INTEGRATED LOGISTICS SERVICES PROVIDER		
JOB AREA	FORWARDING		
NOSS TITLE	FORWARDING OPERATIONS		
JOB LEVEL	TWO (2)	JOB AREA CODE	FB-011-2:2013



COMPETENCY PROFILE (CP)

Sub Sector	INTEGRATED LOGISTICS SERVICES PROVIDER
Job Area	FORWARDING
NOSS Title	FORWARDING OPERATIONS
Level	TWO (2)

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
1. Inbound Cargo Handling	FB-011-2:2013 – C01	<p>The Inbound Handling CU describes the competency in handling inbound cargo at a port / terminal until it is delivered to its destination.</p> <p>The person who is competent in this CU shall be able to check cargo arrival status, carry out shipment inbound charges/terms document preparation, prepare customs import declaration, determine import packing and transportation mode, carry out transfer/release cargo from airline/liner, carry out import cargo/goods inspection and complete customs declaration process</p> <p>The outcome of this competency is to ensure that the inbound cargos are managed properly and effectively in accordance to Standard Trading Conditions (STC) and company Standard</p>	<ol style="list-style-type: none"> 1. Check cargo arrival status 2. Carry out shipment inbound charges/terms document preparation 3. Prepare customs import declaration 	<ol style="list-style-type: none"> 1.1 Shipping documents such as invoice, packing list, airwaybill and bill of lading obtained 1.2 Arrival status confirmed 1.3 Arrival information recorded 2.1 Shipment inbound charges such as prepaid/collect and incoterm checked 2.2 Shipment inbound charge confirmed 2.3 Shipment inbound charges recorded 2.4 Document submitted to supervisor for approval 3.1 Import customs forms such as K1, K3, K8, etc. completed manually and via online 3.2 Free zone declaration form completed 3.3 Free zone forms such as ZB submitted 3.4 Cargo HS CODE classified

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>Operating Procedure (SOP).</p> <p>The personnel who will be competent in this competency must in prior have the following competencies:- Not available</p>	<p>4. Determine import packing & transportation mode</p> <p>5. Carry out transfer/release cargo from airline/liner.</p> <p>6. Carry out import cargo/goods inspection</p>	<p>3.5 Application document prepared</p> <p>3.6 Temporary import permit application submitted</p> <p>3.7 Customs forms submitted to customs complex</p> <p>4.1 Cargo information such as normal, perishable, machinery, etc. determined</p> <p>4.2 Transportation mode such as air freight, sea freight and land determined</p> <p>4.3 Transportation mode confirmed by supervisor</p> <p>5.1 Shipping documents such as invoice, packing list, master airwaybill, manifest, bill of lading, etc. checked</p> <p>5.2 "Free-time container" monitored</p> <p>5.3 Documents submitted to airline/liner</p> <p>6.1 Shipping documents such as Delivery Order obtained</p> <p>6.2 Import prohibition cargo information identified</p> <p>6.3 Import cargo physical condition such as quantity, total number of pieces, discrepancy, etc. checked</p> <p>6.4 Customer advised on import prohibition</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			7. Complete customs declaration process	7.1 Exemption documents obtained 7.2 Exemption clause typed on K1 7.3 Import tax exemption letter completed 7.4 Documents submitted for supervisor approval 7.5 Complete documents handed over to runner for "Pass-paper" purpose
2. Outbound Cargo Handling	FB-011-2:2013 – C02	<p>The Outbound Cargo Handling CU describes the competency in handling outbound cargo at a port/terminal until it delivered to its destination.</p> <p>The person who is competent in this CU shall be able to carry out cargo information sourcing, prepare customs export declaration, prepare draft bill of lading/airwaybill/shipping instruction, determine export packing & transportation mode, carry out cargo space booking, carry out cargo labelling, inspect export prohibitions consignments, submit cargo to airline/liner and notify overseas customer/agent.</p> <p>The outcome of this competency is to ensure that the inbound and</p>	<p>1. Carry out cargo information sourcing</p> <p>2. Prepare customs export declaration</p> <p>3. Prepare draft bill of lading/airwaybill shipping instruction</p>	<p>1.1 Shipping documents such as invoice, packing list, airwaybill and bill of lading obtained 1.2 Cargo information identified 1.3 Cargo information recorded</p> <p>2.1 Shipping documents such as K2, K8, etc. obtained 2.2 Cargo information identified 2.3 Export customs forms prepared 2.4 Free Zone Declaration forms such as ZB completed 2.5 Customs forms submitted</p> <p>3.1 Shipping instruction documents such as invoice, packing list, obtained 3.2 Bill of lading draft/airwaybill draft/shipping instruction for sea/air freight prepared</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>outbound cargos are managed properly and effectively in accordance to Standard Trading Conditions (STC) and company Standard Operating Procedure (SOP).</p> <p>The personnel who will be competent in this competency must in prior have the following competencies:- Not available</p>	<p>4. Determine export packing & transportation mode</p> <p>5. Carry out cargo space booking</p> <p>6. Carry out cargo labelling</p> <p>7. Inspect export cargo consignments</p>	<p>3.3 Bill of lading/airwaybill drafted/ shipping instruction submitted</p> <p>4.1 Shipping documents obtained</p> <p>4.2 Cargo information such as Dangerous Goods, Non-Dangerous Goods, etc. determined</p> <p>4.3 Transportation mode such as air freight, sea freight, etc. determined</p> <p>4.4 Transportation mode confirmed by supervisor</p> <p>5.1 Carrier/liner company identified</p> <p>5.2 Cargo space booked</p> <p>5.3 Cargo space booking confirmed</p> <p>6.1 Shipping documents obtained</p> <p>6.2 Cargo information such as destination, quantity, dimension, etc. determined</p> <p>6.3 Cargo label prepared</p> <p>6.4 Cargo labelled</p> <p>7.1 Shipping documents obtained</p> <p>7.2 Export cargo information such as dangerous goods, value amount, Standard</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>8. Submit cargo to airline/liner</p> <p>9. Notify overseas customer/agent</p> <p>10. Carry out billing</p>	<p>Trade Act, etc. identified</p> <p>7.3 Export prohibition cargo documentation determined</p> <p>7.4 ISPN Fumigation process (for wood packaging material -WPM) arranged.</p> <p>7.5 Customer advised on export prohibitions/ requirements</p> <p>8.1 Final documents prepared</p> <p>8.2 Final documents submitted</p> <p>8.3 Acceptance Cargo document received</p> <p>9.1 Shipping documents such as Acceptance Cargo obtained</p> <p>9.2 Cargo information checked</p> <p>9.3 Overseas customer/agent advised/pre-alerted</p> <p>10.1 Job files identified</p> <p>10.2 Job information determined</p> <p>10.3 Completed documents compiled</p> <p>10.4 Documents submitted to account department</p>
3. Forwarding Data Administration	FB-011-2:2013 – C03	The Forwarding Data Administration CU refers the competency in the application of documentation software/system, coordination and control of	1. Generate shipment job file	<p>1.1 Shipment documents obtained</p> <p>1.2 Forwarding data administration requirements determined</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
		<p>documents as a way of communication and at the same time to protect the integrity and security of the database.</p> <p>The person who is competent in this CU shall be able to generate shipment job file, acquire customer information and data, utilise database system application, carry out customer record compilation, distribute forwarding information, obtain forwarding data administration activity approval from supervisor and update forwarding data administration activity report.</p> <p>The outcome of this competency is to ensure that data and information concerning forwarding operations are well prepared, coordinated and controlled according to company Standard Operating Procedure (SOP).</p> <p>The personnel who will be competent in this competency must in prior have the following competencies:- Not available</p>	<p>2. Acquire customer information and data</p> <p>3. Utilise database system application</p> <p>4. Carry out customer record compilation</p> <p>5. Distribute forwarding information</p>	<p>1.3 Workflow for operations administration activities determined</p> <p>1.4 Job number allocated</p> <p>1.5 Job file created</p> <p>1.6 Job file documents compiled</p> <p>2.1 Forwarding data checklist prepared</p> <p>2.2 Source of forwarding data documents/information determined</p> <p>2.3 Forwarding data documents/information interpreted</p> <p>3.1 Shipping documents obtained</p> <p>3.2 Authority customised system accessed shipment data keyed-in</p> <p>3.3 Shipment data sent</p> <p>3.4 Shipment data copy printed</p> <p>4.1 Customer data printed</p> <p>4.2 Customer data organised in accordance with company's Standard Operating Procedure</p> <p>4.3 Customer profiling updated as per company database system format</p> <p>5.1 Addresses of recipients</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>6. Obtain forwarding data administration activity approval from supervisor</p> <p>7. Update forwarding data administration activity report</p>	<p>identified</p> <p>5.2 Letter/email reference number obtained</p> <p>5.3 Letter/email contents written</p> <p>5.4 Draft letter printed</p> <p>5.5 Draft letter submitted to superior for approval</p> <p>5.6 Documents sorted according to receivers' list</p> <p>5.7 Forwarding information circulated according to relevant parties</p> <p>5.8 Phone call made</p> <p>6.1 Customer data information completeness and accuracy checked by supervisor</p> <p>6.2 Accuracy of updated data in company database system approved by supervisor</p> <p>7.1 Forwarding data administration activity record compiled as per company's Standard Operating Procedure</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
4. Customs & Port Clearance	FB-011-2:2013 – C04	<p>Customs & Port Clearance refers to the competency in implementing procedures required as all goods meant for import and export either they are under import/export duty or otherwise must be assessed and declared before they are cleared to be shipped.</p> <p>The person who is competent in this CU shall be able to determine forwarding customs documentation requirements, carry out cargo legal inspection, carry out release of cargo approval submission, carry out cargo clearance and make duty payment.</p> <p>The outcome of this competency is to ensure the cargo from/to the country is legally assessed, declared and ready for shipment according to customs legislation and regulations.</p> <p>The personnel who will be competent in this competency must in prior have the following competencies:- Not available</p>	<p>1. Determine forwarding customs documentation requirements</p> <p>2. Carry out cargo legal inspection</p> <p>3. Carry out release of cargo approval submission</p>	<p>1.1 Type of declarations determined</p> <p>1.2 Type of assessments determined</p> <p>1.3 Types of customs form determined</p> <p>1.4 Supporting documents determined</p> <p>1.5 Types of domestic or international shipment determined</p> <p>1.6 Manifest details determined</p> <p>1.7 Transshipment/removal goods determined</p> <p>1.8 Requisition/permit to release dutiable goods determined</p> <p>1.9 Shipping documentation checked</p> <p>1.10 Import permits checked</p> <p>1.11 Approval from other government agencies/ authorities checked</p> <p>2.1 Cargo information obtained</p> <p>2.2 Inspection arrangement prepared</p> <p>2.3 Cargo content checked</p> <p>2.4 Inspection document endorsement obtained</p> <p>3.1 Release of goods documents prepared</p>

CU Title	CU Code	CU Descriptor	CU Work Activities	Performance Criteria
			<p>4. Carry out cargo clearance</p> <p>5. Make duty payment</p>	<p>3.2 Release of goods approval documents submitted</p> <p>3.3 Release of goods approval endorsement obtained</p> <p>4.1 Types of clearance determined</p> <p>4.2 Approval from customs officer obtained</p> <p>4.3 Goods status checked</p> <p>4.4 Airport/Port and storage charges paid</p> <p>4.5 Transport arrangement prepared</p> <p>4.6 Goods transported</p> <p>5.1 Electronic Fund Transfer Voucher (EFT) prepared</p> <p>5.2 Approved duty amount obtained</p> <p>5.3 Electronic fund voucher printed</p> <p>5.4 Electronic money transfer submitted for approval</p> <p>5.5 Duty/non duty paid</p> <p>5.6 Customs copy forms submitted to customs officer</p> <p>5.7 Customs official receipts collected</p>

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector		INTEGRATED LOGISTICS SERVICES PROVIDER					
Job Area		FORWARDING					
Competency Unit Title		INBOUND CARGO HANDLING					
Learning Outcome		<p>The person who is competent in this CU shall be able to ensure that the inbound cargos are managed properly and effectively in accordance to Standard Trading Conditions (STC) and company Standard Operating Procedure (SOP). Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> • check cargo arrival status • carry out shipment inbound charges/terms document preparation • prepare customs import declaration • determine import packing & transportation mode • carry out transfer/release cargo from airline/liner • carry out import cargo/goods inspection • complete customs declaration process 					
Competency Unit ID		FB-011-2:2013 – C01	Level	2	Training Duration	220	Credit Hours
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Check cargo arrival status	i. Definition of cargo arrival ii. Types of shipment modes <ul style="list-style-type: none"> • Sea <ul style="list-style-type: none"> - FCL - LCL - Bulk • Air <ul style="list-style-type: none"> - Main deck - Lower deck - Bulk - Container • Land 			8	Lecture	i. Shipping documents such as invoice, packing list, airwaybill and bill of lading listed ii. Arrival status explained iii. Arrival information recorded	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> - FTL (Full truck load) / Chartered truck - LTL (loose truck load) / consolidation - Bonded / Non bonded <p>iii. Types of cargos</p> <ul style="list-style-type: none"> • General • Dangerous goods (DG) • Perishable • Valuable • Fragile • Sensitive • Weapon • Vulnerable <p>iv. Types of shipping documents</p> <ul style="list-style-type: none"> • Invoice, • Packing list • Airwaybill • Bill of lading • Material safety data sheet (MSDS) • Permits (e.g. AFTA, import permit-AP, Jabatan Bekalan Elektrik-JBE) • Fumigation certificate 					

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	v. Status tracking reference systems <ul style="list-style-type: none"> • MAWB / MBL website • Airline tracking system • Vessel tracking system • Seaport/airport tracking system vi. Track and trace methods <ul style="list-style-type: none"> • Departure/Arrival date (ETD/ETA) • Discrepancy (offload, delay, short-landed, partial shipment) vii. Cargo Arrival (flight/vessel) status <ul style="list-style-type: none"> • Seafreight (notice of arrival -NOA) • Airfreight (airline confirmation) viii. Cargo arrival information/shipment detail in database system <ul style="list-style-type: none"> • MAWB/House AWB , MBL/ HBL • Shipper/consignor • Receiver/ consignee • Quantity (pieces, 					

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	skid, pallet, container, crate, loose cartons) <ul style="list-style-type: none"> Weight (kilo, tonnage, CBM-volumetric) Arrival date 					
		i. Obtain shipping documents ii. Track and trace MAWB /MBL website iii. Confirm actual arrival (flight/vessel) status iv. Check cargo status v. Update arrival information/shipment details in database system	<u>Attitude:</u> i. Good ethics in dealing with clients ii. Meticulous in identifying client's personal information	12	Demonstration & Observation	
2. Carry out shipment inbound charges/terms document preparation	i. Types of shipment inbound charges <ul style="list-style-type: none"> Prepaid Collect Incoterms 2010 (e.g. Delivery Duty Paid –DDP, Delivery at place-DAP, ex-work) 			11	Lecture	i. Shipment inbound charges such as prepaid/collect and incoterm described ii. Shipment inbound

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ii. Types of standard charges <ul style="list-style-type: none"> • Air freight/ sea freight rate • Airport fee (terminal charges , break-bulk fee, airport transfer fee) • Seaport fee (terminal handling charges, agency fees, port charges and other shipping charges) • Land fee/ crossborder (levy charges , government service tax-GST, permit fee) iii. Inbound shipment standard charges calculation methods iv. Forwarding operations governing agency <ul style="list-style-type: none"> • FIATA • AFAM • FMFF • Customs v. Data recording techniques <ul style="list-style-type: none"> • Database system • Job file vi. Communication skills					charges confirmed iii. Documents drafted for supervisor approval

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Check shipment inbound charges ii. Calculate inbound shipment standard charges iii. Confirm shipment inbound charges calculated to standard charges/quotation iv. Submit documents to supervisor for approval v. Record shipment inbound charges in company database system and job file	<u>Attitude:</u> i. Resourceful in identifying charge requirements ii. Meticulous and knowledgeable in preparing charges and documentation	17	Project	
3. Prepare customs import declaration	i. Classification cargo HS CODE <ul style="list-style-type: none"> • Types of goods descriptions • Goods classification by Customs Headquarters • Country of origin 			14	PBL	i. Import custom forms such as K1, K3, K8, etc. completed manually and via online. ii. Free zone declaration form particulars

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<p>(AFTA Japan/ Korea)</p> <ul style="list-style-type: none"> ii. Types of customs forms <ul style="list-style-type: none"> • Custom form K1 • Custom form K3 • Custom form K8 iii. Customs information system (SMK/EDI) iv. Duty calculations v. Types of exemptions <ul style="list-style-type: none"> • Full exemption (LMW) • CJ5 (sales tax exemption) • MOF / MITI vi. Types of free zone declaration forms <ul style="list-style-type: none"> • Import - ZB1 • Domestic transshipment - ZB3 • Trading/labelling/ breakbulk - ZB4 vii. Declaration number/ stations customs code viii. Declaration application supporting documents <ul style="list-style-type: none"> • Temporary import • Permit • Exemption • Bond • Bank Guarantee 					<p>identified</p> <ul style="list-style-type: none"> iii. Free zone forms such as ZB filled out based on requirements iv. Cargo HS CODE classified v. Application requirements described vi. Customs forms prepared to be sent to Custom Complex

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ix. Other Government Agency (O.G.A) <ul style="list-style-type: none"> • Pharmacy • Health department • Agriculture x. Functions of customs department <ul style="list-style-type: none"> • Import department • Bank Guarantee Department xi. Customs official receipt/paperless/custom chit					
		i. Classify cargo HS CODE ii. Key in shipping detail in custom information system (SMK) via online iii. Print draft customs form iv. Confirm with supervisor v. Complete free zone declaration form vi. Transmit declaration forms (customs /free zone) vii. Obtain customs declaration number/stations customs code viii. Prepare application documents		25	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
		ix. Submit customs forms to Customs Complex x. Obtain customs official receipt/paperless/custom chit	<u>Attitude:</u> i. Knowledgeable in preparing operational documents ii. Meticulous in controlling operational documents iii. Meticulous in adhering to company SOP in operational movements			
4. Determine import packing & transportation mode	i. Types of packing <ul style="list-style-type: none"> • Pieces • Skid, pallet, container, crate, loose cartons) ii. Outer packing condition inspection <ul style="list-style-type: none"> • Indicator shock watch, tip & tilt watch • Fragile arrow • Shipping standard marking 			17	Lecture	i. Cargo information such as normal, perishable, machinery, etc. listed ii. Transportation mode such as air freight, sea freight and land transportation explained iii. Transportation mode described

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	iii. Types of trucks <ul style="list-style-type: none"> Bonded/non bonded Boxes, low-loader, open truck, air-suspension/air-ride truck, refrigerated truck, multi axle Security armour truck 					to supervisor in accordance to given situations
		i. Check cargo information ii. Check outer packing condition iii. Check packing mode iv. Check transportation mode	<u>Attitude:</u> i. Resourceful in identifying transportation requirements <u>Safety:</u> i. Adhere to safety procedures	28	Project	
5. Carry out transfer/ release cargo from airline/ liner	i. Types of transfers/ release cargo documents <ul style="list-style-type: none"> Master airwaybill, manifest, bill of lading, etc. Invoice Packing list 			14	Seminar	i. Shipping documents such as invoice, packing list, master airwaybill, manifest, bill

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ii. Airline ground handler /port authority <ul style="list-style-type: none"> • Air (KLAS, MAS) • Sea (Westport, Northport, Penang Port, Johor Port) iii. Free storage period <ul style="list-style-type: none"> • Air – 24 hours • Sea FCL – storage (96 /72 hours) , demurrage / detention • Sea LCL – storage (3 days on unstaffing of container) 					of lading, etc. differentiated ii. “Free-time container“ described iii. Documents to airline/liner proposed iv. Differences between storage and demurrage explained
		i. Check shipping documents ii. Determine airline ground handler/port authority iii. Monitor free storage period iv. Submit documents to airline/liner	<u>Attitude:</u> i. Accurate in document control reporting ii. Resourceful in identifying working environment quality control requirements	22	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
			iii. Honest in presenting data and information			
6. Carry out import cargo/goods inspection	i. Types of inspections <ul style="list-style-type: none"> • Physical conditions • Quantity ii. Objectives of inspection iii. Types of discrepancy <ul style="list-style-type: none"> • Physical conditions <ul style="list-style-type: none"> - Torn - Leak - Indicator turns red - Smell - Broken - Quantity - Short landed - Misplaced - Difference in quantity 			11	Lecture	i. Method to obtain shipping documents defined ii. Import prohibition cargo information identified iii. Import cargo physical condition such as quantity, total number of pieces, discrepancy, etc. checked iv. Customer advised on import prohibition
		i. Obtain shipping documents ii. Check import cargo physical condition such as quantity, total number of pieces, discrepancy, etc. iii. Inform supervisor about import cargo status/inspection results		17	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> i. Proactive and knowledgeable in inspection ii. Firm in maintaining quality during inspection <u>Safety:</u> i. Adhere to safety procedures			
7. Complete customs declaration process	i. Types of exemption documents <ul style="list-style-type: none"> • LMW-License Manufacturing Warehouse • Bonded warehouse • Free zone (trade zone) -FTZ, commercial zone-FCZ) • Customs bond • CJ5 (Sales tax exemption) ii. Exemption criteria <ul style="list-style-type: none"> • Location qualification • Company status (receiver) • Expiry date • Applicant detail iii. Compilation of import			10	Group Discussion	i. Exemption documents identified ii. Exemption clause in K1 listed iii. Import tax exemption letter completed iv. Documents prepared for supervisor approval v. Task runner for “pass-paper” purpose determined

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	tax exemption documents	<ul style="list-style-type: none"> i. Obtain exemption documents from supervisor ii. Interpret shipping documents iii. Identify LMW-License manufacturing warehouse iv. Determine bonded warehouse v. Identify Free zone (trade zone-FTZ, commercial zone-FCZ) vi. Key in exemption clause in K1 vii. Compile import tax exemption documents viii. Submit documents for supervisor approval ix. Submit complete documents to Customs for clearance process manually or electronically 	<p><i>Attitude:</i></p> <ul style="list-style-type: none"> i. Meticulous in preparing document control report ii. Accurate in document control 	14	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
			iii. reporting Honest in presenting data and information			

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilise basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP. 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. 03.01 Apply cultural requirements 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. 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. 01.04 Analyse information. 01.06 Utilise word processor to process information. 02.08 Prepare pictorial and graphic information. 03.08 Develop and maintain a cooperation within work group. 04.01 Organise own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organise and maintain own workplace. 04.04 Apply problem solving strategies.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

04.05 Demonstrate initiative and flexibility. 01.07 Utilise database applications to locate a process information. 01.08 Utilise spreadsheets applications to locate and process information. 01.09 Utilise business graphic application to process information. 01.10 Apply a variety of mathematical techniques. 01.11 Apply thinking skills and creativity. 02.09 Prepare flowcharts. 02.10 Prepare reports and instructions. 02.11 Convey information and ideas to people.	
--	--

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Stationery	1:1
2. Computer	1:5
3. Control documents	1:1
4. Private and confidential documents	1:1
5. Document control report	1:1
6. Akta Kastam 1967	1:25
7. Akta Cukai Jualan 1972	1:25
8. Peraturan-Peraturan Kastam 1977	1:25
9. Perintah Kastam (Larangan Mengenai Import) 1998	1:25
10. Perintah Kastam (Larangan Mengenai Eksport) 1998	1:25
11. Perintah Duti Kastam 1996	1:25
12. Perintah Duti Kastam (Barang-Barang Berasal Dari Negeri-Negeri ASEAN) (Tarif Keutamaan Sama Rata) 1995	1:25

References

REFERENCES

1. Michael B. Stroh, (2001), A Practical Guide to Transportation and Logistics, Logistics Network; ISBN 978-0970811509
2. Thomas E. Johnson, Donna L. Bade (2010), Export/Import Procedures And Documentation, Amacom, ISBN 0814415504
3. Paul Myerson (2012), Lean Supply Chain and Logistics Management, McGraw-Hill Professional, ISBN 007176626X
4. C.Rama Gopal (2008), Export Import Procedures - Documentation And Logistics, New Age, International, ISBN 8122418503
5. Belay Seyoum (2000), Export-Import Theory, Practices, and Procedures Part 1, Routledge, ISBN 0789005670
6. Alan R. Kogan (2012), The Handbook of Logistics and Distribution Management, Page Publishing, ISBN 0749457147
7. John J. Coyle, Robert A. Novak, Brian Gibson, Edward J. Bardi (2010), Transportation: A Supply Chain Perspective, Cengage Learning, ISBN 032478919X
8. Ralph H. Folsom, Michael Wallace Gordon, John A. Spanogle Jr. (2010), Principles of International Business Transactions, West Publishing, ISBN 0314906835

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector		INTEGRATED LOGISTICS SERVICES PROVIDER						
Job Area		FORWARDING						
Competency Unit Title		OUTBOUND CARGO HANDLING						
Learning Outcome		<p>The outcome of this competency is to ensure that the inbound and outbound cargos are managed properly and effectively in accordance to Standard Trading Conditions (STC) and company Standard Operating Procedure (SOP). Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> • carry out cargo information sourcing • prepare customs export declaration • prepare draft bill of lading/airwaybill/shipping instruction • determine export packing & transportation mode • carry out cargo space booking • carry out cargo labelling • inspect export cargo consignments • submit cargo to airline/liner • notify overseas customer/agent • carry out billing 						
Competency Unit ID		FB-011-2:2013 –C02	Level	2	Training Duration	260	Credit Hours	
Work Activities	Related Knowledge	Related Skills		Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Carry out cargo information sourcing	i. Types of shipment modes <ul style="list-style-type: none"> • Sea <ul style="list-style-type: none"> - FCL - LCL - Bulk • Air <ul style="list-style-type: none"> - Maindeck - Lowerdeck - Bulk container • Land 				8	Lecture	i. Shipping documents such as invoice, packing list, airwaybill and bill of lading listed ii. Cargo information determined iii. Cargo	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> - FTL (Full truck load) / Chartered truck - LTL (loose truck load) / consolidation ii. Types of cargos <ul style="list-style-type: none"> • General • Dangerous Goods (DG) • Perishable • Valuable • Fragile • Sensitive • Weapon • Vulnerable iii. Types of shipping documents <ul style="list-style-type: none"> • Invoice • Packing list, • Material safety data sheet (MSDS) • Permits (e.g. AFTA, Strategic trade act- STA2010, phyto-certificate, ATA Carnet) • Fumigation certificate 					information recorded
		i. Obtain shipping documents such as invoice, packing list,		12	Discussion	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
		ii. Identity cargo information iii. Record cargo information	<u>Attitude:</u> i. Resourceful in identifying information requirements			
2. Prepare customs export declaration	i. Classification cargo HS CODE <ul style="list-style-type: none"> • Types of goods descriptions • Goods classification by Customs Headquarters • Country of origin (AFTA , Japan/ Korea) ii. Types of customs forms <ul style="list-style-type: none"> • Custom form K2 • Custom form K3 • Custom form K8 • Custom form K9 iii. Custom information system (SMK /EDI) iv. Duty calculations (e.g. rubber products) v. Types of exemption			14	Lecture	i. Source of shipping documents such as K2, K8, etc. determined ii. Required cargo information selected iii. Customs forms prepared

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Full exemption (LMW) • MOF / MITI vi. Types of free zone declaration forms <ul style="list-style-type: none"> • Export - ZB2 • Domestic transshipment - ZB3 • Trading/labelling/ breakbulk - ZB4 vii. Declaration number/ stations customs code viii. Declarations application supporting document <ul style="list-style-type: none"> • Temporary export • Permit • Exemption • Bond • Bank Guarantee ix. Other Government Agency (O.G.A) <ul style="list-style-type: none"> • Department of Civil Aviation-DCA • MITI x. Functions of Customs Department <ul style="list-style-type: none"> • Export Department • Bank Guarantee Department xi. Customs official receipt/paperless/ custom chit 					

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Obtain shipping documents ii. Interpret cargo information iii. Prepare export customs forms iv. Complete Free Zone Declaration forms ZB v. Submit customs forms	<u>Attitude:</u> i. Knowledgeable in preparing operational documents ii. Meticulous in controlling operational documents iii. Meticulous in adhering to company SOP in recording operational movements	20	Demonstration & Observation	
3. Prepare draft bill of lading/airwaybill shipping instruction	i. Shipping instruction (invoice, packing list) document contents <ul style="list-style-type: none"> • Mode of transportation • Destination (port of discharge) • Incoterms (PP/CC) • Quantity • Dimension • Job number 			11	Lecture	i. Shipping instruction documents such as invoice, packing list, located ii. Bill of lading draft/airwaybill draft/shipping instruction for sea/air freight

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ii. Document formats <ul style="list-style-type: none"> • Bill of lading • Airwaybill • Shipping instruction for sea/air freight • Manifest 					prepared iii. Bill of lading/airwaybill drafted/shipping instruction checked before submission to supervisor
		i. Obtain shipping instruction documents such as invoice, packing list ii. Prepare bill of lading draft/airwaybill draft/shipping instruction for sea/air freight iii. Submit bill of lading/airwaybill drafted/shipping instruction to supervisor	<u>Attitude:</u> i. Resourceful in identifying charge requirements ii. Meticulous and knowledgeable in preparing charges and documentation	17	Discussion	
4. Determine export packing & transportation mode	i. Types of packing <ul style="list-style-type: none"> • Pieces • Skid, pallet, container, crate, loose cartons) ii. Outer packing			11	Lecture	i. Cargo information such as Dangerous Goods, Non-Dangerous

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	condition inspection <ul style="list-style-type: none"> • Indicator shock-watch, tip & tilt-watch • Fragile arrow • Shipping standard marking iii. Types of trucks <ul style="list-style-type: none"> • Bonded/non bonded • Boxes, low-loader, open truck, air-suspension/ air-ride truck, refrigerated truck, multi axle • Security armour truck 					Goods, etc. differentiated ii. Transportation mode such as air freight, sea freight, etc. determined iii. Transportation mode suggested to supervisor
		i. Obtain shipping documents ii. Determine cargo information such as Dangerous Goods, Non-Dangerous Goods, etc. iii. Determine transportation mode such as air freight, sea freight, etc. iv. Transportation mode confirmed by supervisor	<u>Attitude:</u> i. Resourceful in identifying transportation mode	17	Project	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
5. Carry out cargo space booking	<ul style="list-style-type: none"> i. Cargo booking information requirements <ul style="list-style-type: none"> • Shipping information (date, time, weight/volume) • Carrier schedule (flight/vessel) • Shipping terms (incoterm) ii. Selection of carrier/liner company <ul style="list-style-type: none"> • Port of destination • Types of transportation modes • Types of packing mode • Types of commodities • Types of services iii. Cargo space booking methods <ul style="list-style-type: none"> • Online booking (airline-e-AWB) • Phone call • Email iv. Cargo space booking confirmation detail <ul style="list-style-type: none"> • AWB-reference number/booking number 			10	Lecture	<ul style="list-style-type: none"> i. Carrier/liner company determined ii. Cargo space booking planned iii. Cargo space booked

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Determine shipping requirements ii. Identify carrier/liner company iii. Book cargo space according to supervisor instruction iv. Confirm cargo space booking status v. Obtain confirmation detail (AWB-reference number/booking number)	<u>Attitude:</u> i. Resourceful in identifying alternative space ii. Professional and proactive in dealing with customer	14	Shop Talk	
6. Carry out cargo labelling	i. Importance of label ii. Types of labels <ul style="list-style-type: none"> • Standard carrier label (barcode) • Safety label (DG class) • Position label (upright arrow, forklifting label) • Perishable fragile label • Cargo marking (non-stackable, temperature) 			8	Group Discussion	i. Cargo information such as destination, quantity, dimension, etc. recognised ii. Cargo label prepared and pasted

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • WPM / ISPM label • Special label indicator iii. Labelling techniques <ul style="list-style-type: none"> • Position of label • Quality of printed label • Label detail confirmation • Label printing (running number) 					
		i. Obtain shipping documents ii. Check cargo information such as destination, quantity, dimension, etc. iii. Prepare cargo label iv. Label cargo	<u>Attitude:</u> i. Knowledgeable in preparing operational documents ii. Knowledgeable in proper cargo labelling	15	Demonstration & Observation	
7. Inspect export cargo consignments	i. Types of inspections <ul style="list-style-type: none"> • Physical conditions • Quantity ii. Objectives of inspection iii. Types of discrepancies <ul style="list-style-type: none"> • Physical conditions 			14	Lecture	i. Export cargo information such as dangerous goods, value amount, Standard Trade Act, etc. listed

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> - Torn - Leak - Indicator turns red - Smell - Broken • Quantity <ul style="list-style-type: none"> - Misplaced - Different quantity/ short packed • Authorised DG inspection agency 					<ul style="list-style-type: none"> ii. Export prohibition cargo documentation selected iii. ISPN fumigation process (for wood packaging material -WPM) organised. iv. Export prohibition/ requirements described
		<ul style="list-style-type: none"> i. Obtain shipping documents ii. Export cargo information such as dangerous goods cargo value amount, Strategic Trade Act, etc. check iii. Check export prohibition cargo documentation check iv. Arrange EPPC/ISPN fumigation process (for wood packaging material -WPM) v. Advise customer on export prohibition/ requirements 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in inspection of consignment 	21	Demonstration & Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
			ii. Meticulous in adhering to company SOP in inspection of consignment			
8. Submit cargo to airline/liner	i. OGA document requirements <ul style="list-style-type: none"> • Certificate of origin • e-Permit • Phyto certificate • Dangerous Good declaration ii. Track and trace methods <ul style="list-style-type: none"> • Departure/Arrival date (ETD/ETA) <ul style="list-style-type: none"> - Discrepancies (offload, delay, shortlanded, partial shipment) iii. Confirm actual departure time (flight/vessel) <ul style="list-style-type: none"> • Sea freight (port cut - off time receiving) • Air freight (airline cut- off time receiving) iv. Cargo handling problem <ul style="list-style-type: none"> • During submission (Roll over, offload) 			11	Shop Talk	i. Final documents prepared and submitted ii. Acceptance cargo document information explained

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> During delivery 	<ol style="list-style-type: none"> Obtain OGA documents Prepare final documents Submit final documents Receive acceptance cargo documents 	<p><u>Attitude:</u></p> <ol style="list-style-type: none"> Proactive in controlling operation <p><u>Safety:</u></p> <ol style="list-style-type: none"> Adhere to safety and health procedures 	17	Project	
9. Notify overseas customer/agent	<ol style="list-style-type: none"> Departure/Arrival information/shipment details in database system <ul style="list-style-type: none"> MAWB/ House AWB ,MBL/ /HBL Shipper/consignor Receiver/ consignee Quantity (pieces, skid, pallet, container, crate, loose cartons) Weight (kilo, tonnage, CBM- 			8	Lecture	<ol style="list-style-type: none"> Shipping documents such as Acceptance Cargo selected Cargo information pre-checked Overseas customer / agent advised on cargo information or issue

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	volumetric, freight tonnage) <ul style="list-style-type: none"> • Arrival date ii. Pre-alert techniques <ul style="list-style-type: none"> • Mode of pre-alert delivery (email, fax) • Information/document <ul style="list-style-type: none"> - Normal bill of lading - Surrender bill of lading - Letter of Credit (LC)/ Bank endorsement - AWB/BL etc. 					
		i. Obtain shipping documents acceptance cargo ii. Check cargo information iii. Advise/pre-alert overseas customer/agent on shipment status	<u>Attitude:</u> <ul style="list-style-type: none"> i. Factual in presenting issue/topic ii. Firm in handling customer notification 	15	Demonstration & Observation	
10. Carry out billing	i. Types of billing <ul style="list-style-type: none"> • Internal billing-intra company/branch 			7	Lecture	i. Job files identified ii. Job information

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • External billing ii. Source of cost <ul style="list-style-type: none"> • Freight • Port/airport handling charges • Duty (e.g. rubber products, palm oil) • Levy export permit • EDI • Customs form • Pass paper / customs examination • Terminal charges • Transportation (truck, forklift, crane) • Manpower (overtime) 					<ul style="list-style-type: none"> described iii. Complete document compiled iv. Document submitted to accounts department
		<ul style="list-style-type: none"> i. Identify job files ii. Determine job information iii. Compile complete documents iv. Submit documents to accounts department 	<p><u>Attitude:</u></p> <ul style="list-style-type: none"> i. Meticulous in preparing unit/activity budget utilisation report ii. Accurate in budget utilisation reporting 	10	Simulation	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
			iii. Honest in presenting data and information			

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilise basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP. 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. 03.01 Apply cultural requirements 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. 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. 01.04 Analyse information. 01.06 Utilise word processor to process information. 02.08 Prepare pictorial and graphic information. 03.08 Develop and maintain a cooperation within work group. 04.01 Organise own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organise and maintain own workplace.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility. 01.07 Utilise database applications to locate a process information. 01.08 Utilise spreadsheets applications to locate and process information. 01.09 Utilise business graphic application to process information. 01.10 Apply a variety of mathematical techniques. 01.11 Apply thinking skills and creativity. 02.09 Prepare flowcharts. 02.10 Prepare reports and instructions. 02.11 Convey information and ideas to people.	
---	--

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Stationery	1:1
2. Computer	1:5
3. Control documents	1:1
4. Private and confidential documents	1:1
5. Document control report	1:1
6. Akta Kastam 1967	1:25
7. Akta Cukai Jualan 1972	1:25
8. Peraturan-Peraturan Kastam 1977	1:25
9. Perintah Kastam (Larangan Mengenai Import) 1998	1:25
10. Perintah Kastam (Larangan Mengenai Eksport) 1998	1:25
11. Perintah Duti Kastam 1996	1:25
12. Perintah Duti Kastam (Barang-Barang Berasal Dari Negeri-Negeri ASEAN) (Tarif Keutamaan Sama Rata) 1995	1:25

References

REFERENCES

1. Michael B. Stroh, (2001), A Practical Guide to Transportation and Logistics, Logistics Network; ISBN 978-0970811509
2. Thomas E. Johnson, Donna L. Bade (2010), Export/Import Procedures And Documentation, Amacom, ISBN 0814415504
3. Paul Myerson (2012), Lean Supply Chain and Logistics Management, McGraw-Hill Professional, ISBN 007176626X
4. C.Rama Gopal (2008), Export Import Procedures - Documentation And Logistics, New Age, International, ISBN 8122418503
5. Belay Seyoum (2000), Export-Import Theory, Practices, and Procedures Part 1, Routledge, ISBN 0789005670
6. Alan R. Kogan (2012), The Handbook of Logistics and Distribution Management, Page Publishing, ISBN 0749457147
7. John J. Coyle, Robert A. Novak, Brian Gibson, Edward J. Bardi (2010), Transportation: A Supply Chain Perspective, Cengage Learning, ISBN 032478919X
8. Ralph H. Folsom, Michael Wallace Gordon, John A. Spanogle Jr. (2010), Principles of International Business Transactions, West Publishing, ISBN 0314906835

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector		INTEGRATED LOGISTICS SERVICES PROVIDER					
Job Area		FORWARDING					
Competency Unit Title		FORWARDING DATA ADMINISTRATION					
Learning Outcome		<p>The person who is competent in this CU shall be able to ensure that data and information concerning with forwarding operations are well prepared, coordinated and controlled according to company Standard Operating Procedure (SOP). Upon completion of this competency unit, trainees will be able to:</p> <ul style="list-style-type: none"> • generate shipment job file • acquire customer information and data • utilise database system application • carry out customer record compilation • distribute forwarding information • obtain forwarding data administration activity approval from supervisor • update forwarding data administration activity report 					
Competency Unit ID		FB-011-2:2013 – C03	Level	2	Training Duration	140	Credit Hours
Work Activities	Related Knowledge	Related Skills		Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
1. Generate shipment job file	i. Definition of job file ii. Types of job file <ul style="list-style-type: none"> • Import/export iii. Type of cargo <ul style="list-style-type: none"> • General/machinery iv. Purposes of job file v. Administration operations vi. File details <ul style="list-style-type: none"> • Job number • Job name 				8	Lecture	i. List of required shipment documents stated ii. Forwarding data administration requirements identified iii. Workflow for operations administration activities drawn iv. Job number

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
		i. Obtain shipment documents ii. Determine forwarding data administration requirements iii. Determine workflow for administration activity operations iv. Allocate job number v. Create job file vi. Compile job file documents	<u>Attitude:</u> i. Resourceful in identifying document control requirements	14	Role Play	allocated v. Job file created and compiled
2. Acquire customer information and data	i. Customer information <ul style="list-style-type: none"> • Name • Company • Address • Contact Number • Account ii. Source of information iii. Data checklist			8	Shop Talk	i. Forwarding data checklist prepared ii. Source of forwarding data document/information defined iii. Forwarding data document/information interpreted
		i. Prepare forwarding data checklist ii. Determine source of forwarding data document/information iii. Interpret forwarding data document/information		17	SBT	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
			<u>Attitude:</u> i. Resourceful in identifying effective communication requirements			
3. Utilize database system application	i. Definition of database system ii. Types of database system iii. Application of database system <ul style="list-style-type: none"> • Access/Login • Data entry • Sending data • Printing iv. Typing techniques			7	Lecture	i. Types of authority customised system differentiated ii. Shipment data listed down iii. Shipment data explained iv. Shipment data copy printed
		i. Obtain shipping documents ii. Access authority customised system iii. Key-in shipment data iv. Send shipment data v. Print shipment data copy	<u>Attitude:</u> i. Knowledgeable in preparing operational documents ii. Meticulous in entering data in the system	12	Simulation	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
4. Carry out customer record compilation	i. Record system Standard Operating Procedure (SOP) ii. Record updating process <ul style="list-style-type: none"> • Document revision approach • Revision number 			11	Lecture	i. Customer data explained ii. Customer data organised in accordance with establishment Standard Operating Procedure
		i. Print customer data ii. Organise customer data in accordance with establishment standard operating procedure. iii. Update customer profiling as per company database system format.	<u>Attitude:</u> i. Meticulous in controlling operational documents ii. Meticulous in adhering to company SOP in recording operational activities	14	Demonstration & Observation	iii. Customer profiling prepared as per company database system format
5. Distribute forwarding information	i. Information distribution methods <ul style="list-style-type: none"> • Post • Email • Facsimile 			7	Seminar	i. Information about addresses of recipients stated

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
	ii. Distribution particulars <ul style="list-style-type: none"> • Office Address • Email Address • Fax Number iii. Types of correspondence <ul style="list-style-type: none"> • Memo • Letter • Email iv. Application of documentation software v. Writing skills vi. Phone call etiquette					ii. Letter/email reference number checked iii. Letter/email contents written and printed iv. Documents categorised and circulated according to receivers' list v. Techniques of phone call etiquette applied
		i. Identify addresses of recipients ii. Obtain letter/email reference number iii. Write letter/email contents iv. Print draft letter v. Submit draft letter to superior for approval vi. Sort documents according to receivers' list vii. Circulate forwarding information according to relevant parties viii. Make phone calls	<u>Attitude:</u> <ul style="list-style-type: none"> i. Meticulous in distributing operational documents 	12	Role Play	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
			ii. Meticulous in adhering to company SOP in recording operational data			
6. Obtain forwarding data administration activity approval from supervisor	i. Importance of data accuracy ii. Effects of data error iii. Review techniques <ul style="list-style-type: none"> • Proof-read 			6	Lecture	i. Customer data information completeness and accuracy identified ii. Accuracy of updated data in company database system compared to actual data
		i. Submit customer data information completeness and accuracy to supervisor for checking purpose ii. Get supervisor approval on updated data in company database system	<u>Attitude:</u> i. Accurate in problem solving reporting ii. Honest in presenting data and information	9	Demonstration & Observation	
7. Update forwarding data administration activity report	i. File compilation methods ii. File storage system			6	Lecture	i. Forwarding data administration activity record prepared as per company's standard operating procedure
		i. Compile forwarding data administration activity record as per company's standard		9	Project	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
		operating procedure	<u>Attitude:</u> iii. Meticulous in preparing problem solving report iv. Accurate in problem solving reporting			

Employability Skills

Core Abilities	Social Skills
01.01 Identify and gather information. 01.02 Document information procedures or processes. 02.01 Interpret and follow manuals, instructions and SOP. 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. 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. 03.06 Respond appropriately to people and situations. 03.07 Resolve interpersonal conflicts. 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. 03.08 Develop and maintain a cooperation within work group. 04.01 Organise own work activities. 04.02 Set and revise own objectives and goals. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility. 02.11 Convey information and ideas to people.	1. Communication skills 2. Conceptual skills 3. Interpersonal skills 4. Learning skills 5. Leadership skills 6. Multitasking and prioritising 7. Self-discipline 8. Teamwork

03.09 Manage and improve performance of individuals. 03.13 Develop and maintain team harmony and resolve conflicts. 03.14 Facilitate and coordinate teams and ideas. 03.15 Liaise to achieve identified outcomes. 03.16 Identify and assess client/customer needs.	
--	--

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Stationery	1:1
2. Computer	1:5
3. Control documents	1:1
4. Private and confidential documents	1:1
5. Document control report	1:1

References

REFERENCES
1. Jack Asgar. 2008. The Organizational Role of Supervisors. Universal Publishers. ISBN-13: 978-1-59942-969-4
2. David Evans. 2006. 5 th Edition. Supervisory Management. Thomson Learning. ISBN-13: 978-0-82645-733-2
3. Louis V.Imundo. 1993. 2 nd Edition. The Effective Supervisor Handbook. AMACOM. ISBN: 0-8144-5072-5
4. Elwood N. Chapman Wil McKnight. 2003. Edition 4, The New Supervisor: Stepping Up With Confidence. Cengage Learning. ISBN: 9781560526681
5. Atty Brette McWhorter Sember, Brette McWhorter Sember and Terrence J. Sember. 2007. The Essential Supervisor's Handbook: A Quick and Handy Guide for Any Manager Or Business Owner. Career Press. ISBN: 9781564148933
6. Lori Ann Russell-Chapin, Ted Chapin. 2011. Clinical Supervision: Theory and Practice Cengage Learning. ISBN: 9780495009153

CURRICULUM of COMPETENCY UNIT (CoCU)

Sub Sector		INTEGRATED LOGISTICS SERVICES PROVIDER					
Job Area		FORWARDING					
Competency Unit Title		CUSTOMS & PORT CLEARANCE					
Learning Outcome		<p>The person who is competent in this CU shall be able to ensure the cargo from/to the country is legally assessed, declared and ready for shipment according to customs legislation and regulations. Upon completion of this competency unit, trainees will be able to: -</p> <ul style="list-style-type: none"> • determine forwarding customs documentation requirements • carry out cargo legal inspection • carry out release of cargo approval submission • carry out cargo clearance • make duty payment □ 					
Competency Unit ID		FB-011-2:2013 – C04	Level	2	Training Duration	180	Credit Hours
Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria	
1. Determine forwarding custom documentation requirements	i. Type of declarations <ul style="list-style-type: none"> • Import/export customs clearance • Exemption customs clearance • ATA carnet • Free zone clearance ii. Type of assessments <ul style="list-style-type: none"> • Normal assessment • 100% physical checking • Break seal iii. Types of customs forms			14	Lecture	i. Type of declarations listed ii. Type of assessment stated iii. Types of customs form explained iv. Supporting documents identified v. Types of domestic or international shipment	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Customs form K1 • Customs form K2 • Customs form K3 • Customs form K8 • Customs form K9 iv. Supporting documents <ul style="list-style-type: none"> • AWB/BL • Invoice • Temporary import permit <ul style="list-style-type: none"> - Exemption - Bond - Bank Guarantee v. Types of shipments <ul style="list-style-type: none"> • International • Domestic vi. Transshipment/removal goods <ul style="list-style-type: none"> • Transshipment-ZB3 • Transshipment-ZB4 • Customs 9 (scrap/dispose) vii. Requisition/permit to release dutiable goods <ul style="list-style-type: none"> • Full exemption (LMW) • CJ5 (sales tax exemption) • MOF/MITI viii. Approval from other government agencies/authorities 					<p>described</p> <ul style="list-style-type: none"> vi. Manifest details stated vii. Transshipment/removal goods distinguished viii. Requisition/permit to release dutiable goods selected ix. Shipping documentation checked x. Types of approval from other government agencies/authorities summarised

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Pharmacy (DOP) • Health department • Agriculture (DOA) • Bank Guarantee Department • MOF/MITI 					
		<ol style="list-style-type: none"> i. Determine type of declaration ii. Determine type of assessment iii. Determine type of customs form iv. Determine supporting documents v. Determine type of domestic or international shipment vi. Determine transshipment/ removal goods vii. Determine requisition /permit to release dutiable goods viii. Check shipping documentation ix. Check import permits x. Check approval from other government agencies/authorities 	<p><u>Attitude:</u></p> <ol style="list-style-type: none"> i. Resourceful in identifying document control requirements 	19	Observation	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
2. Carry out cargo legal inspection	i. Inspection criteria <ul style="list-style-type: none"> • Temporary import/export cargo • Repair item/cargo • Ship store/spare • Incorrect HS-Code • Country of origin ii. Inspection technique <ul style="list-style-type: none"> • On site • Customs complex • Prohibition goods (K9 unit) iii. Inspection document <ul style="list-style-type: none"> • Product catalogue • Invoice 			17	Seminar	i. Cargo information stated ii. Inspection arrangement prepared iii. Cargo content checked iv. Methods to get inspection document endorsement listed
		i. Obtain cargo information ii. Prepare inspection arrangement iii. Check cargo contents iv. Obtain inspection document endorsement	<u>Attitude:</u> i. Prudent in performing inspection ii. Meticulous in adhering to company SOP in inspecting cargo	24	Project	

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/Environmental	Training Hours	Delivery Mode	Assessment Criteria
3. Carry out release of cargo approval submission	i. Release of goods documents <ul style="list-style-type: none"> • Import • Export ii. Release of goods approval procedure iii. Release of goods approval endorsement			15	PBL	i. Release of goods approval document prepared ii. Release of goods approval endorsement authority explained
		i. Prepare release of goods documents ii. Submit release of goods approval document iii. Obtain release of goods approval endorsement	<u>Attitude:</u> i. Meticulous in preparing release form/report ii. Accurate in preparing release form/report iii. Honest in presenting data and information	22	Project	
4. Carry out cargo clearance	i. Types of goods status <ul style="list-style-type: none"> • Pre-clearance • Ready goods • Simultaneous (land) ii. Airport/Port and storage charges –			14	PBL	i. Types of clearance explained ii. Requirements of approval from custom officer

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	detention iii. Transport arrangement iv. Goods loading arrangement					described iii. Goods status and criteria listed iv. Airport/Port and storage charges confirmed v. Transport arrangements prepared vi. Goods loading arranged
		i. Determine types of clearance ii. Obtain approval from customs officer iii. Check goods status iv. Pay airport/port and storage charges v. Prepare transport arrangements vi. Arrange goods loading	<u>Attitude:</u> i. Proactive in clearing cargo <u>Safety:</u> i. Adhere to safety and health procedures	22	SBT	
5. Make duty payment	i. Types of payment modes • Electronic Fund Transfer Voucher (EFT) • Cash • Cheque • Bank draft ii. Type of duties • Import duty/tax			11	Lecture	i. Electronic Fund Transfer Voucher (EFT) prepared ii. Approved duty amount obtained iii. Electronic money transfer

Work Activities	Related Knowledge	Related Skills	Attitude/Safety/ Environmental	Training Hours	Delivery Mode	Assessment Criteria
	<ul style="list-style-type: none"> • Export duty/excise • Sales tax iii. Types of customs official receipts <ul style="list-style-type: none"> • Paperless/chit • Customs forms 					submitted for approval iv. Duty/non duty payment methods explained v. Customs copy forms submitted to customs officer
		i. Prepare Electronic Fund Transfer Voucher (EFT) ii. Obtain approved duty amount iii. Print electronic fund voucher iv. Submit electronic money transfer for approval v. Pay duty/non duty vi. Submit customs copy forms to customs officer vii. Collect customs official receipts manually and electronically	<u>Attitude:</u> i. Resourceful in identifying charge requirements ii. Meticulous and knowledgeable in preparing charges and documentation	22	Project & Simulation	

Employability Skills

Core Abilities	Social Skills
<p>01.01 Identify and gather information. 01.02 Document information procedures or processes. 01.03 Utilise basic IT applications. 02.01 Interpret and follow manuals, instructions and SOP. 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. 03.01 Apply cultural requirements 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. 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. 01.04 Analyse information. 01.06 Utilise word processor to process information. 02.08 Prepare pictorial and graphic information. 03.08 Develop and maintain a cooperation within work group. 04.01 Organise own work activities. 04.02 Set and revise own objectives and goals. 04.03 Organise and maintain own workplace. 04.04 Apply problem solving strategies. 04.05 Demonstrate initiative and flexibility. 01.07 Utilise database applications to locate a process information. 01.08 Utilise spreadsheets applications to locate and process information. 01.09 Utilise business graphic application to process information. 01.10 Apply a variety of mathematical techniques. 01.11 Apply thinking skills and creativity. 02.09 Prepare flowcharts.</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

02.10 Prepare reports and instructions. 02.11 Convey information and ideas to people.	
--	--

Tools, Equipment and Materials (TEM)

ITEMS	RATIO (TEM : Trainees)
1. Stationery	1:1
2. Computer	1:5
3. Control documents	1:1
4. Private and confidential documents	1:1
5. Document control report	1:1
6. Akta Kastam 1967	1:25
7. Akta Cukai Jualan 1972	1:25
8. Peraturan-Peraturan Kastam 1977	1:25
9. Perintah Kastam (Larangan Mengenai Import) 1998	1:25
10. Perintah Kastam (Larangan Mengenai Eksport) 1998	1:25
11. Perintah Duti Kastam 1996	1:25
12. Perintah Duti Kastam (Barang-Barang Berasal Dari Negeri-Negeri ASEAN) (Tarif Keutamaan Sama Rata) 1995	1:25

References

REFERENCES

1. Michael B. Stroh, (2001), A Practical Guide to Transportation and Logistics, Logistics Network; ISBN 978-0970811509
2. Thomas E. Johnson, Donna L. Bade (2010), Export/Import Procedures And Documentation, Amacom, ISBN 0814415504
3. Paul Myerson (2012), Lean Supply Chain and Logistics Management, McGraw-Hill Professional, ISBN 007176626X
4. C.Rama Gopal (2008), Export Import Procedures - Documentation And Logistics, New Age, International, ISBN 8122418503
5. Belay Seyoum (2000), Export-Import Theory, Practices, and Procedures Part 1, Routledge, ISBN 0789005670
6. Alan R. Kogan (2012), The Handbook of Logistics and Distribution Management, Page Publishing, ISBN 0749457147
7. John J. Coyle, Robert A. Novak, Brian Gibson, Edward J. Bardi (2010), Transportation: A Supply Chain Perspective, Cengage Learning, ISBN 032478919X
8. Ralph H. Folsom, Michael Wallace Gordon, John A. Spanogle Jr. (2010), Principles of International Business Transactions, West Publishing, ISBN 0314906835

ABBREVIATIONS

AFAM	Airfreight Forwarders Association of Malaysia
AFTA	ASEAN Free Trade Area
AP	Approved Permit
ASEAN	Association of Southeast Asian Nations
AWB	Airwaybill
BL	Bill of Lading
CBM	Cubic Metre
CD	Compact Disc
CoCU	Curriculum of Competency Unit
COD	Cash On Delivery
CP	Competency Profile
CPC	Competency Profile Chart
CU	Competency Unit
DAP	Delivery At Place
DCA	Department of Civil Aviation
DDP	Delivery Duty Paid
DG	Dangerous Goods
DKM	<i>Diploma Kemahiran Malaysia</i>
DLKM	<i>Diploma Lanjutan Kemahiran Malaysia</i>
DOA	Department Of Agriculture
DOP	Department Of Pharmacy
DSD	Department of Skills Development
EDI	Electronic Data Interchange
EFT	Electronic Fund Transfer Voucher
ETA	Expected Time of Arrival
ETD	Expected Time of Departure
FCL	Full Container Load
FCZ	Free Commercial Zone
FIATA	International Federation of Freight Forwarders Associations
FMFF	Federation of Malaysia Freight Forwarders
FTZ	Free Trade Zone
GPS	Global Positioning System
GST	Government Service Tax
HBL	House Bill of Lading
HR	Human Resource
HS CODE	Harmonized Commodity Description and Coding System
ISPM	International Standards for Phytosanitary Measures
JBE	<i>Jabatan Bekalan Elektrik</i>
JD	Job Description
JPK	<i>Jabatan Pembangunan Kemahiran</i>
JPTS	<i>Jawatankuasa Teknikal Penilaian Standard</i>
KLAS	Kuala Lumpur Airport Service
KPI	Key Performance Indicator
KTM	<i>Keretapi Tanah Melayu</i>
LCL	Less than Container Load
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	<i>Majlis Pembangunan Kemahiran Kebangsaan</i>
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
PC	Performance Criteria
POD	Proof Of Delivery
SBT	Scenario Based Training
SKM	<i>Sijil Kemahiran Malaysia</i>
SMK	<i>Sistem Maklumat Kastam</i>
SOP	Standard Operating Procedure
SP	Standard Practice
SPM	<i>Sijil Pelajaran Malaysia</i>
STA	Strategic Trade Act
STC	Standard Trading Conditions
WPM	Wood Packaging Material
ZB	<i>Zon Bebas</i>

SUMMARY OF TRAINING DURATION FOR FORWARDING OPERATIONS LEVEL 2

NO. ID	COMPETENCY UNIT TITLE	WORK ACTIVITIES	RELATED KNOWLEDGE (A)	RELATED SKILLS (B)	HOURS (A) + (B)	TOTAL (HRS)
1	INBOUND CARGO HANDLING	Check cargo arrival status	8	12	20	220
		Carry out shipment inbound charges/terms document preparation	11	17	28	
		Prepare customs import declaration	14	25	39	
		Determine import packing & transportation mode	17	28	45	
		Carry out transfer/release cargo from airline/liner	14	22	36	
		Carry out import cargo/goods inspection	11	17	28	
		Complete customs declaration process	10	14	24	
2	OUTBOUND CARGO HANDLING	Carry out cargo information sourcing	8	12	20	260
		Prepare customs export declaration	14	20	34	
		Prepare draft bill of lading/airwaybill/shipping instruction	11	17	28	
		Determine export packing & transportation mode	11	17	28	
		Carry out cargo space booking	10	14	24	
		Carry out cargo labelling	8	15	23	
		Inspect export cargo consignments	14	21	35	
		Submit cargo to airline/liner	11	17	28	
		Notify overseas customer/agent	8	15	23	
		Carry out billing	7	10	17	
3	FORWARDING DATA ADMINISTRATION	Generate shipment job file	8	14	22	140
		Acquire customer information and data	8	17	25	
		Utilise database system application	7	12	19	
		Carry out customer record compilation	11	14	25	
		Distribute forwarding information	7	12	19	
		Obtain forwarding data administration activity approval from supervisor	6	9	15	
		Update forwarding data administration activity report	6	9	15	
4	CUSTOMS & PORT CLEARANCE	Determine forwarding customs documentation requirements	14	19	33	180
		Carry out cargo legal inspection	17	24	41	
		Carry out release of cargo approval submission	15	22	37	
		Carry out cargo clearance	14	22	36	
		Make duty payment	11	22	33	
TOTAL HOURS (Core Competencies)			311	489	800	800