STANDARD KOMPETENSI KEBANGSAAN
(NATIONAL COMPETENCY STANDARD)
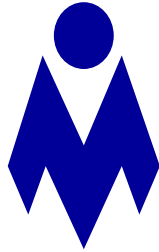
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**HALAL LOGISTICS PRACTICE**
(AMALAN LOGISTIK HALAL)

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**JPK**

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

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Federal Government Administrative Centre
62530 PUTRAJAYA, MALAYSIA

Halal Industry Development Corporation (HDC)
5.02, Level 5, KPMG Tower, First Avenue
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SELANGOR DARUL EHSAN,MALAYSIA

NATIONAL COMPETENCY STANDARD

**HALAL LOGISTICS PRACTICE**

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Abbreviation

1. AFAM      Airfreight Forwarders Association of Malaysia

2. AMH      Association of Malaysian Hauliers

3. AP      Approved Permit

4. AWB      Airway Bill

5. BL      Bill of Lading

6. CoCu      Curriculum of Competency Unit

7. CoO      Certificate of Origin

8. CP      Competency Profile

9. CPC      Competency Profile Chart

10. CU      Competency Unit

11. DG      Dangerous Goods

12. DKM      Diploma Kemahiran Malaysia

13. DLKM      Diploma Lanjutan Kemahiran Malaysia

14. DO      Delivery Order

15. DOSH      Department of Occupational Safety and Health

16. DSD      Department of Skills Development

17. EDI      Electronic Data Interchange

18. ETA      Expected Time of Arrival

19. ETD      Expected Time of Departure

20. FAMA      Federal Agricultural Marketing Authority

21. FCL      Full Container Load

22. FCZ      Free Commercial Zone

23. FEFO      First Expired First Out

24. FIATA      International Federation of Freight Forwarders Associations

25. FIFO      First In First Out

| 26. FMFF | Federation of Malaysia Freight Forwarders |
| 27. FTZ | Free Trade Zone |
| 28. GHP | Good Hygiene Practices |
| 29. GST | Government Service Tax |
| 30. HAS | Halal Assurance Management System |
| 31. HDC | Halal Industry Development Corporation |
| 32. HS CODE | Harmonized Commodity Description and Coding System |
| 33. IATA | International Air Transport Association |
| 34. IHC | Internal Halal Committee |
| 35. INCOTERM | International Commercial Terms |
| 36. ISPM | International Standards for Phytosanitary Measures |
| 37. JAIN | Jabatan Agama Islam Negeri |
| 38. JIS | Just in sequence |
| 39. JIT | Just in time |
| 40. JAKIM | Jabatan Kemajuan Islam Malaysia |
| 41. JPK | Jabatan Pembangunan Kemahiran |
| 42. JTPS | Jawatankuasa Teknikal Penilaian Standard |
| 43. KPI | Key Performance Indicator |
| 44. LCL | Less than Container Load |
| 45. LIFO | Last in First Out |
| 46. MAQIS | Malaysia Accreditation Quality Inspection Standard |
| 47. MHE | Material Handling Equipment |
| 48. MITRANS | Malaysia Institute of Transport |
| 49. MPHHM | Manual Prosedur Persijilan Halal Malaysia |
| 50. MPKK | Majlis Pembangunan Kemahiran Malaysia |
| 51. MS | Malaysian Standard |
| 52. NCS | National Competency Standard |

| 53. NOSS | National Occupational Skills Standard |
| 54. OAS | Occupational Area Structure |
| 55. OS | Occupational Structure |
| 56. OHSAS | Occupational Health and Safety Standard |
| 57. OSHA | Occupational Safety and Health Act |
| 58. PBT | Pihak Berkuasa Tempatan |
| 59. PC | Performance Criteria |
| 60. POD | Proof of Delivery |
| 61. SDC | Standard Development Committee |
| 62. SKM | Sijil Kemahiran Malaysia |
| 63. SSM | Suruhanjaya Syarikat Malaysia |
| 64. STC | Standard Technical Committee |
| 65. STEC | Standard Technical Evaluation Committee |
| 66. STN | Stock Transfer Note |
| 67. SOP | Standard Operating Procedure |
| 68. SP | Standard Practice |
| 69. SPAD | Land Public Transport Commission |
| 70. TAPA | Transport Delivery and Receiving Notes |
| 71. TDRN | Transporter Delivery and Receiving Notes |
| 72. TSN | Transporter Storage Note |
| 73. WMS | Warehouse Management System |

Glossary

| | |
|---|---|
| 1. Halal | Originates from the Arabic word namely *halla, yahillu, hillan, wahalalan* which means allowed or permissible by the Shariah law |
| 2. Shariah | Islamic law based on the teachings of the Koran and the traditions of the Prophet (Hadith and Sunna), prescribing both religious and secular duties and sometimes retributive penalties for lawbreaking. |
| 3. Halal Food | Goods are described as halal or are described in any other expression to indicate that the food or goods can be consumed or used by a Muslim. A halal food neither is nor consist of or contains any part or matter of an animal that is prohibited by Shariah law for a Muslim to consume or that has not been slaughtered in accordance with Shariah law and Fatwa. |
| 4. Logistics | Services for transportation of goods and/ or cargo chain services or warehousing and related activities or retailing related to management and handling of food, beverages, and goods. |
| 5. Halal Logistics Planning | Involves in determining and preparation of manpower, equipment and warehouse for the particular job order requirement for Halal product which includes raw materials, semi-finished and finished goods. |
| 6. Halal Logistics Documentation Control | Involves in monitoring the relevant licences validities and documentations preparations as per standard requirements by authorities such as custom department. |
| 7. Certificate of Origin | A document declaring in which country a commodity or good was manufactured. It contains information regarding the product's destination and country of export and is required by many treaty agreements before being accepted into another nation. |
| 8. Halal Warehouse Operation | Involves in inbound and outbound handlings, halal storage from arrival until its release from the warehouse and handle outbound cargo from the time it is received until it is ready for transportation to the required destination |
| 9. Inbound | The activities of receiving, storing and disseminating incoming goods or products. |
| 10. Outbound | The movement of goods or products associated with storing, transporting and distributing of goods or products to its customer |
| 11. Halal Storage Operation | Involves in coordination and supervision of the supply, storage, distribution, and recording of materials to maintain quantities adequate for current needs without excessive oversupply or loss |
| 12. Halal Executive | A Muslim, Malaysian citizen with Islamic education background or has a Certificate of Halal Executive who is responsible in halal compliance of the company |
| 13. Najs | Impurity such as blood, urine and faeces. In Shariah law, najs means all impurity that nullifies prayers. Najs is divided into three types which are *Muhghallazah* (severe) such as dogs, pigs and their descendents or birth |

from either one of them; *Mutawassitah* (medium) which is with the exception of the above two, such as blood, pus, faeces and etc; and *Mukhaffafah* (light) namely urine of a baby boy who is solely on breastfeeding and has not reached the age of two years old.

| | |
|---|---|
| 14. *Sertu* | An Islamic Ritual Cleansing means cleansing something from mughallazah najs such as dogs, pigs and their descendents. Mughallazah najs should be cleansed by using onetime water mixed with soil and followed with six times clean/mutlak water. |
| 15. Slaughter | Killing a live, halal animal by severing the trachea (halkum), oesophagus (mari') and both carotid arteries and jugular veins (wadajain) to hasten the bleeding and death of the animal by using a sharp tool with the intention due to Allah |
| 16. Slaughterhouse | The place or premise for slaughtering and processing of animals on commercial basis. |

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 including:

**STANDARD PRACTICE**

**NATIONAL COMPETENCY STANDARD (NCS) FOR:**

**HALAL LOGISTICS PRACTICE**

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. Halal Logistics is an approach to avoid contamination of raw materials semi-finished and finished products during transportation or distribution activities. It is also to avoid product misinformation and to ensure that Muslim consumers will receive and consume only Halal products.

The Malaysian Standard for Halal Logistics (MS 2400:2010), in conjunction with Shariah law, requires that Halal Logistics requirements include the requirement of Logistics providers for transportation, warehousing and retailing. The requirement usually covers processing to handling, distribution, storage, display, serving, packaging and labelling. As the concept of Halal catalyzed advancements in the Halal trades, this has created a new business drive within the Halal supply chain. The movement of goods and services from farm to consumer has been viewed as being critically vulnerable to the hazards of food safety contamination and cross-contamination with non-Halal materials or products.

Halal Logistics is a newly emerging sector and a vital component of the Halal ecosystem. International Halal food distribution is a US$25 billion industry and logistics companies that can guarantee their service is Halal compliance stand to gain considerably. In addition, 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.

There is a huge demand for Halal Logistics in Malaysia since Malaysia is on progress of developing as a Halal Hub and Malaysia Halal Certificate has been recognized worldwide. The consumer awareness about Halal product is now also increasing. Many SME are searching for Halal compliance transportation service in order to make their consumer feel more confident that the integrity of their Halal product can be maintained throughout the transportation process. Halal Industry Development Corporation (HDC) is therefore exploring strategies with industry players to fully tap into its potential. As an example, the food industry has strict regulations to ensure Halal integrity from the manufacturing process right through to being purchased by consumers in the retail stores.

The basic principle of Halal Logistics rests on the assurance that Halal product is segregated from non-Halal product to avoid cross contamination and preserve Halal integrity. In monitoring the process of procurement, movement, storage and handling materials in Halal Logistics, the service provider needs to have personnel which is competent in logistics as well as in compliance with the principle of the Shariah Law. The Principle is that Halal Products must be segregated from non-Halal products to avoid cross contamination, avoid

making mistakes and to ensure compliance in Shariah principles and expectation of Muslim consumers.

## 1.1. Competency Overview

The personnel performing the Halal Logistics Practice activities must be competent in the area of logistics planning, logistics documentation control, inbound and outbound handling, storage coordination, inventory control, transport coordination, and support service. The personnel must also understand all principles in Halal requirements in practice with Shariah Law.

## 1.2. Rationale of NCS Development

This is a new NCS for Halal Logistics Practice under the sector of Transportation and Storage and sub-sector of Warehousing and Support Activities for Transportation. Currently, there is no previous NOSS or NCS been developed for Halal Logistics Practice. Since there were issues related to logistics which were inconsistent with the Islamic regulations. Hence it has created the demand for qualified, experienced and importantly a practicing Muslim in handling matters pertaining to Halal logistics. Currently, there are no levels of competencies in this sector and normally Halal logistics personnel acquire their skills from short term courses and on-the-job training. This NCS is a basis for systematic training and assessment by training providers in Malaysia. Therefore, the development of this NCS is essential for the industry because it provides certain guidelines and standards that have been set by the industry experts in this field. This NCS could be used as **additional competency** for existing NOSS in logistics sector which are Logistics Operation (Level 2); Logistics Operation Supervision (Level 3); Logistics Operation Administration (Level 4); Logistics Operation Management (Level 5); Warehouse and Distribution Service Operation (Level 3); Warehouse and Distribution Service Administration (Level 4); and Warehouse and Distribution Service Management (Level 5).

## 1.3. Regulatory / Statutory Body Requirements Related to Competency

The main regulatory requirements governing logistics operation in Malaysia are stipulated in the Customs Act 1967 and Customs Regulations 1977. Other than these regulatory legislation, logistics operation has to abide by other regulations depending on the country of origin or destination. On Halal logistics compliance, the main regulatory requirements are MS 2400 Halal Assurance Pipeline on the Management System Requirements for Warehousing and Related activities as well as Halal Certificate issued by authorized Malaysian certification bodies.

An occupational pre-requisite of a Halal Logistics Practice personnel should be one who is practicing Muslim and fully understands the fundamental rules and condition related to Logistics as well as Shariah Law with the final outcome of delivering the most positive and satisfactory performance. The purpose of industry setting the occupational pre-requisite is to guide training organizations and potential candidates any limiting factors.

In such those limiting factors may create frustration to the interested party if not adhered. The occupational pre-requisite also serves as information for training organizations to build upon training pre-requisites and customizable to their intake requirement

2. Award of Certificate

   The Director General may award Statements of Achievement, to any person upon conforming to the Standards as stipulated under the National Skills Development Act 2006 (Act 652).

3. List of Competencies

   The Halal Logistics Practice personnel is competent in performing the following unit competencies:

          a. Halal Logistics Planning
          b. Halal Logistics Documentation Control
          c. Halal Warehouse Operation
          d. Halal Storage Operation
          e. Halal Transport Operation
          f. Halal Support Service

4. Work Conditions

   Generally, Halal Logistics Practice personnel work according to normal working hours from morning to evening depending on the organisation's nature of the business. They may be required to work extra hours to fulfill internal and external requirements. They may also be needed to work in shift to accommodate work requirements. Halal Logistics Practice personnel work individually or in a modular group in different working environment depending on the type of logistics 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.

   Halal logistics is an approach to avoid contamination of raw materials semi-finished and finished products during transportation or distribution activities. The movement of goods and services from farm to consumer has been viewed as being critically vulnerable to the hazards of food safety contamination and cross-contamination with non-Halal materials or products. *Sertu*, an Islamic cleansing method is normally done for contaminated transport, work area or equipment.

5. Organisation Reference for Sources of Additional Information

The following organisations can be referred as sources of additional information which can assist in defining the document's contents.

a. Halal Industry Development Corporation (HDC)
   Industry Lead Body (ILB) for Halal Industry
   5.02, Level 5
   KPMG Tower, First Avenue
   Persiaran Bandar Utama
   47800 Petaling Jaya
   Selangor Darul Ehsan
   Tel    : 603 – 7965 5555
   Fax    : 603 – 7965 5500
   URL    : www.hdcglobal.com

b. Jabatan Kemajuan Islam Malaysia (JAKIM)
   Blok A, B dan D, Kompleks Islam Putrajaya,
   No 23, Jalan Tunku Abdul Rahman, Presint 3,
   62100 Putrajaya
   Tel    : 603-8870 7000
   Fax    : 603-8870 7003
   URL    : www.islam.gov.my

c. Department of Veterinary Services (DVS)
   Kementerian Pertanian &Industri AsasTani
   Wisma Tani, Blok Podium, Lot 4G1, Presint 4
   Pusat Pentadbiran Kerajaan Persekutuan, 62624 Putrajaya
   Tel    : 603 – 8870 2000
   Fax    : 603 – 8888 6021
   URL    : www.dvs.gov.my

d. Department of Standards Malaysia (DSM)
   Ministry of Science, Technology and Innovation
   Century Square, Level 1 & 2, Block 2300
   Jalan Usahawan, 63000, Cyberjaya
   Tel    : 603 – 8318 0002
   Fax    : 603 – 8319 3131
   URL    : www.standardsmalaysia.gov.my

e. 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

f.  Ministry of Transport
    Blok D5, Kompleks D,
    Pusat Pentadbiran Kerajaan Persekutuan
    62616, Putrajaya Malaysia
    Tel     : 603 – 8886 6000
    Fax     : 603 – 8889 1569
    URL    : www.mot.gov.my

g.  Malaysia Institute of Transport (MITRANS)
    Universiti Teknologi Mara (UiTM)
    40450 Shah Alam
    Selangor Darul Ehsan
    Tel     : 603 – 8886 6000
    Fax     : 603 – 8889 1569
    Email  : mitrans@salam.uitm.edu.my

h.  Royal Malaysian Customs Department
    Kompleks Kementerian Kewangan
    No.2 Persiaran Perdana, Presint 3
    62596 Putrajaya
    Tel     : 603 – 8882 2100
    URL    : www.customs.gov.my

i.  Land Public Transport Commission (SPAD)
    Level 19, 1 Sentral Jalan Travers
    50470 Kuala Lumpur, Malaysia
    Tel     : 603 – 2268 5782
    Fax     : 603 – 2272 3744
    URL    : www.spad.gov.my

j.  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 DarulEhsan.
    Tel : +603-3176 3676,
    Fax : +603-3176 4676
    Email : secretary@amh.org.my
    Website: www.amh.org.my

k.  FEDERATION OF MALAYSIA FREIGHT FORWARDERS (FMFF)
    No. 23 Jalan Cemerlang,
    42000 Port Klang, Selangor Daru lEhsan.
    Tel: +603-3165 3082
    Fax: +603-3165 3081
    Website: www.fmff.net

l.  PERSATUAN PENGUSAHA LOGISTK BUMIPUTRA SELANGOR
No.50, Wisma SA
Jalan Anggerik Mokara 31/47
Kota Kamuning,40460 Shah Alam
Selangor Darul Ehsan
Tel: 603 - 5125 0186
Fax: 603 - 5125 0180
Email: enquiry@pplb.org.my
Website: http://pplb.org.my

m.  INTERNATIONAL ASSOCIATION OF LOGISTICS PROFESSIONAL
Room 10-22, Qijiayuan Diplomatic Apartment,
9 Jiangguomen Wai Avenue, Beijing, China
Post Code: 100060
Tel: 86 10-8681 6666
Fax: 86 10-8532 5545
Email: Logistics@enterLogistics.org
Website: www.enterLogistics.org

n.  GLOBAL LOGISTICS ASSOCIATES (GLA) –
EBC, 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
(A global network of international freight forwarders)

6.  Standard Technical Evaluation Committee

| NO | NAME | POSITION & ORGANISATION |
|---|---|---|
| 1. | Muhammad Hawari bin Hassan | Senior Assistant Director Jabatan Kemajuan Islam Malaysia (JAKIM) |
| 2. | Dr Harlina Suzana bt Jaafar | Director Malaysia Institute of Transport (MITRANS), UiTM |
| 3. | Zulkifli bin Hj Ab Latif | Chief Executive Officer Halal Global Training and Consultancy |
| 4. | Hj Saifol bin Hj Bahli | Project Consultant Dewina Project Sdn Bhd |

7. Standard Development Committee

## HALAL LOGISTICS PRACTICE

| NO | NAME | POSITION & ORGANISATION |
|---|---|---|
| 1. | Hajjah Zawiah bt Abdul Majid | Senior Lecturer<br>Unversiti Kuala Lumpur |
| 2. | Mohd Amri bin Abdullah | Penolong Pengarah Kanan<br>Jabatan Kemajuan Islam Malaysia<br>(JAKIM) |
| 3. | Sariffudin bin Mahmud | Halal Operation Manager<br>Nestle Manufacturing (M) SdnBhd |
| 4. | Roslan bin Osman | Senior Manager Halal Logistics<br>Nippon Express (Malaysia) SdnBhd |
| 5. | Irwan Zamanshary bin Hj Abd Aziz | Account Director<br>Kontena Nasional Berhad |
| 6. | Nor Helmy bin Mustapha | Head of Halal Operation<br>A – Transglobal Logistics Sdn Bhd |
| 7. | Muhammad Noridham bin Nordin | Ketua Bahagian Perolehan Pentadbiran<br>Dan Persijilan<br>Cold Chain Network (M) Sdn Bhd |
| 8. | Mohammad Pazli bin Ismail | Chief Executive Officer<br>Northern Skills Development Centre |
| 9. | Mohammad Asraf Bin Latif | Halal Officer<br>Cold Chain Network (M) Sdn Bhd |
| 10. | Dr Fadillah Binti Abd Rahman | Head Of Shariah Compliant &<br>Advisory<br>Malaysia Institute of Transport<br>(MITRANS) |
| FACILITATOR | | |
| 1. | Saiful Anwar bin Abu Hasan | FACTS Consultance Enterprise |

| PROOFREADER | | |
|---|---|---|
| 1. | Kamarul Aznam Kamarozaman | H Media |

**STANDARD CONTENT**

**NATIONAL COMPETENCY STANDARD (NCS) FOR:**

**HALAL LOGISTICS PRACTICE**

8.  Competency Profile Chart (CPC)

| NCS TITLE | HALAL LOGISTICS PRACTICE |
|-----------|--------------------------|
| NCS CODE | NCS-008:2018 |

←——————————————— NCS UNIT ———————————————→

| **HALAL LOGISTICS PLANNING** | **HALAL LOGISTICS DOCUMENTATION CONTROL** | **HALAL WAREHOUSE OPERATION** |
|:---:|:---:|:---:|
| NCS-008:2018-C01 | NCS-008:2018-C02 | NCS-008:2018-C03 |

| **HALAL STORAGE OPERATION** | **HALAL TRANSPORT OPERATION** | **HALAL SUPPORT SERVICE** |
|:---:|:---:|:---:|
| NCS-008:2018-C04 | NCS-008:2018-C05 | NCS-008:2018-C06 |
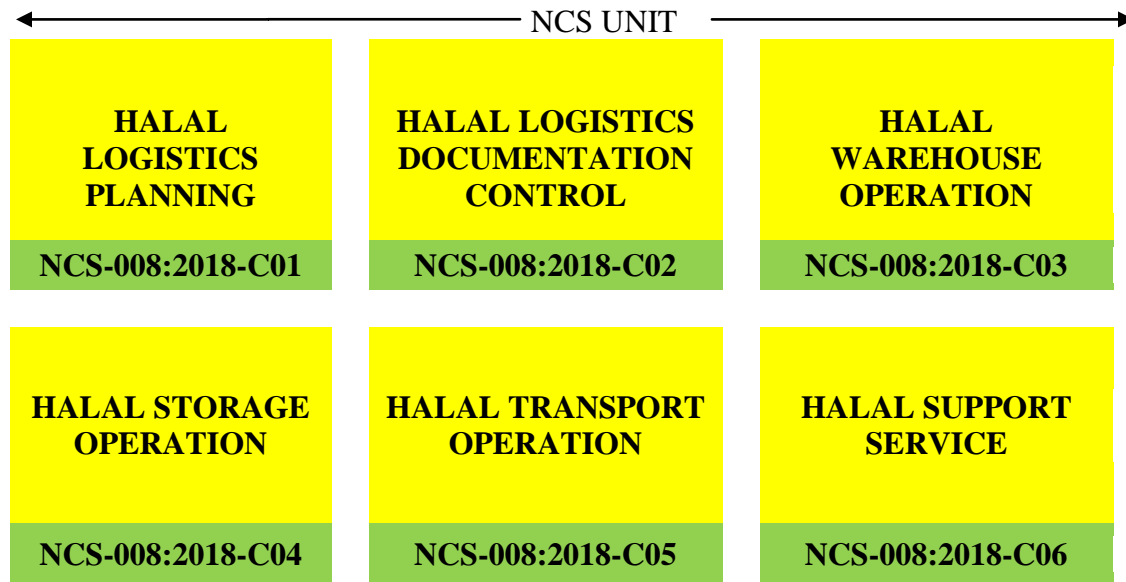
9. Competency Profile (CP)

| NCS TITLE | HALAL LOGISTICS PRACTICE |
|---|---|
| NCS CODE | NCS-008:2018 |

| UNIT TITLE& UNIT CODE | UNIT DESCRIPTOR | WORK ACTIVITIES | PERFORMANCE CRITERIA |
|---|---|---|---|
| 1. Halal Logistics Planning<br><br>NCS-008:2018-C01 | Halal logistics planning involves in determining and preparation of manpower, equipment and warehouse for the particular job order requirement for Halal product which includes raw materials, semi-finished and finished good<br><br>The competent personnel must be able to prepare Halal product delivery schedule, arrange required manpower, determine warehouse Halal dedicated area, provide value added services and prepare housekeeping planning. A halal Logistics Practice personnel is preferably a practising Muslim with good understanding of Shariah Law requirements. | 1. Prepare Halal product delivery schedule | 1.1 Customer order analysed and accepted<br>1.2 Customer order delivery within cut off time accepted<br>1.3 Detailed work instruction produced according to customer requirement<br>1.4 Halal product delivery schedule constructed according to work instruction |
| | | 2. Arrange required manpower | 2.1 Halal logistics manpower requirement determined according to work instruction<br>2.2 Availability of manpower checked and confirmed<br>2.3 Manpower arranged according to delivery schedule requirement<br>2.4 Work instruction concluded to ensure smooth operations according to standard operating procedures (SOP) |
| | | 3. Determine warehouse Halal dedicated area | 3.1 Type and category of Halal product determined and sorted according to delivery schedule<br>3.2 Non-conformance and non-compliance product segregated and placed at designated area for quarantine purpose<br>3.3 Warehouse space organised to optimise storage capacity for Halal dedicated area<br><br>3.4 Halal dedicated area proposed and |

| UNIT TITLE& UNIT CODE | UNIT DESCRIPTOR | WORK ACTIVITIES | PERFORMANCE CRITERIA |
|---|---|---|---|
| | The outcome of this competency is to ensure that Halal logistics providers must plan to provide adequate facilities which ensure that the integrity of products, goods and/or cargo received is not compromised, deteriorated or contaminated during times of storage or whilst in transit according to customer requirements in compliance with Shariah Regulations and in accordance with latest MS 2400, MS 2565 and HAS Guidelines | | confirmed according to latest Malaysian standard MS 2400 requirements and established Halal Assurance Management System (HAS) guidelines |
| | | 4. Provide value added services | 4.1 Type of value added activities specified according to current market requirements. <br> 4.2 Halal certified products label requirement determined according to relevant halal standard <br> 4.3 Halal non-certified product or natural product such as electronic item label determined to ensure no mistake occurred during labelling or packaging as per latest Malaysian Standard (MS) guidelines <br> 4.4 Value added services facilities and equipment planned according to customer requirements and complied as per latest MS guidelines <br> 4.5 Buffer stocks level and expiry date status and condition forecasted according to customer requirements |
| | | 5. Prepare housekeeping planning | 5.1 Housekeeping schedule and duty roster prepared according to company's guideline <br> 5.2 Warehouse housekeeping tools and equipment prepared according to Good Housekeeping Practice <br> 5.3 Halal Logistics personal hygiene requirements determined according to Good Hygiene Practices (GHP) |

| UNIT TITLE& UNIT CODE | UNIT DESCRIPTOR | WORK ACTIVITIES | PERFORMANCE CRITERIA |
|---|---|---|---|
| | | | 5.4 Warehouse pest control application determined according to GHP requirement<br>5.5 Waste disposal process arranged according to regulatory body's guideline |
| 2. Halal Logistics Documentation Control<br><br>NCS-008:2018-C02 | Halal logistics documentation control involves in monitoring the relevant licences validities and documentations preparations as per standard requirements by authorities such as custom department. Malaysia Halal Certification is required in order to perform the Halal Logistics services.<br><br>The competent personnel must be able to determine legal documents requirements, check customer shipment information, determine custom documentation, requirements, prepare customs documentation, regulate Halal logistics documentations. | 1. Determine legal documents requirements | 1.1 Business licenses such as SSM, forwarding license, PBT, SPAD, Warehouse (Bonded/Non-Bonded), checked to ensure they are in place and valid.<br>1.2 Halal logistics certificate expiry date verified and renewed according to latest Manual Prosedur Persijilan Halal Malaysia (MPPHM)<br>1.3 Other management system certificates such as ISO 9001, GHP, OHSAS and TAPA checked to ensure they are in place and valid<br>1.4 Relevant agreement such as customer contract, customer Halal certificate, warehouse licences and Third Party Logistics (3PL) verified according to validity date |
| | | 2. Check customer shipment information | 2.1 Type of customer goods or products specified<br>2.2 Consignment schedule checked and expected time arrival/departure and destination determined |

| UNIT TITLE& UNIT CODE | UNIT DESCRIPTOR | WORK ACTIVITIES | PERFORMANCE CRITERIA |
|---|---|---|---|
| | Documentation control is to ensure the validities of all licences and certificates so that application for renewal will be made according to time frame given. Malaysia Halal Certification is required in order to perform the Halal Logistics services. Other Management System Certificates such as ISO 9001, GHP, OHSAS, TAPA must be valid during operation. | | 2.3 Specific storage requirement such as temperature control, refrigerated, chilled or frozen determined as per customer requirements<br>2.4 Size and volume of customer shipment or delivery confirmed<br>2.5 Supporting delivery or shipment documents such as Transporter Storage Note (TSN), Transporter Delivery and Receiving Notes (TDRN), Stock Transfer Note (STN), Certificate of Origin or Proof of Delivery (POD) are checked according to latest MS 2400 guidelines and nature of products and markets requirements |
| | | 3. Determine customs documentation requirements | 3.1 Applicable Custom Harmonise System (HS) Code/ INCOTERMS for specified Halal products identified as per custom guideline manual.<br>3.2 Approval from respective authorities obtained according to requirement<br>3.3 Documents segregated according to categories of shipment |
| | | 4. Prepare customs documentation | 4.1 Customs documents for agriculture product such as phytosanitary certificate prepared according to FAMA requirements<br>4.2 Health certificate issued and Halal certificate from approved slaughterhouse checked and verified |

| UNIT TITLE& UNIT CODE | UNIT DESCRIPTOR | WORK ACTIVITIES | PERFORMANCE CRITERIA |
|---|---|---|---|
| | | | 4.3 Import permit for meat items checked and verified according to MAQIS requirement <br> 4.4 Certificate of analysis and certificate of origin for non-meat items checked and verified <br> 4.5 Other relevant custom documents prepared according to regulatory body requirement |
| | | 5. Regulate Halal Logistics documentation | 5.1 Related information and relevant documents verified <br> 5.2 Custom compliance documentations submitted to superior for review <br> 5.3 Halal goods shipment report generated periodically <br> 5.4 Recommendations and corrective actions proposed. <br> 5.5 Halal logistics documentations compiled systematically for future reference |
| 3. Halal Warehouse Operation <br><br> NCS-008:2018-C03 | Halal warehouse operation involves in inbound and outbound handlings, halal storage from arrival until its release from the warehouse and handle outbound cargo from the time it is received until it is ready for transportation to the required destination | 1. Determine Halal product arrival status | 1.1 Shipment notice of Halal product checked and arrival date and time confirmed <br> 1.2 Inbound shipping document verified according to receive order document and declaration document such as invoice, delivery order or delivery notes prepared <br> 1.3 Halal product arrival status and actual location confirmed using tracking system <br> 1.4 Halal product arrival information recorded into database system |

| UNIT TITLE& UNIT CODE | UNIT DESCRIPTOR | WORK ACTIVITIES | PERFORMANCE CRITERIA |
|---|---|---|---|
| | The person who is competent in this unit shall be able to check Halal product arrival status, prepare Halal inbound requirements, perform Halal inbound operation, coordinate Halal storage operation, prepare Halal outbound requirements and perform Halal outbound operation<br><br>The outcome of this competency is to ensure that inbound cargo is handled properly and effectively in accordance with customer and regulatory body requirements. The organisation shall provide suitable means of handling inbound and outbound products, goods and/or cargo to maintain the integrity of the Halal principles | 2. Prepare Halal inbound requirements | 2.1 Work resources for inbound handling determined and arranged according to scope of work<br>2.2 Material handling equipment (MHE) checked to ensure availability and in good condition<br>2.3 Inbound cargo storage allocated according to volume of shipment<br>2.4 Storage area or chambers types determined according to type and size of goods, customer and temperature requirements.<br>2.5 Off-loading or put away time requirement estimated based on volume of shipment<br>2.6 Pallet requirement determined as per volume, weight, size and type of product |
| | | 3. Perform Halal inbound operation | 3.1 Relevant Halal inbound documents received and acknowledged<br>3.2 Accuracy of the document checked against physical inbound product<br>3.3 Incoming type of vehicle and condition such as temperature, humidity and air pressure checked and verified according to latest MS 2400 requirements<br>3.4 Inbound Halal products quantity and quality checked and verified according to customer requirement<br>3.5 Movement and handling of Halal products monitored according to latest MS 2400 and HAS requirements |

| UNIT TITLE& UNIT CODE | UNIT DESCRIPTOR | WORK ACTIVITIES | PERFORMANCE CRITERIA |
|---|---|---|---|
| | | | 3.6 Halal product handled and stored at designated areas |
| | | | 3.7 Non-compliance Halal product rejected and quarantined at designated area |
| | | 4. Coordinate Halal storage operation | 4.1 Halal product for normal storage determined |
| | | | 4.2 Halal product for order picking determined |
| | | | 4.3 Halal product for sorting determined |
| | | | 4.4 Halal product for labelling/relabelling and repackaging determined |
| | | | 4.5 Halal product for cross docking determined |
| | | | 4.6 Halal product for break-bulk determined |
| | | | 4.7 Halal product condition determined |
| | | | 4.8 Halal product for quarantine determined |
| | | | 4.9 Halal products movement monitored |
| | | | 4.10 Halal stock holding report prepared according to format. |
| | | 5. Prepare Halal outbound requirements | 5.1 Order and instruction received and interpreted |
| | | | 5.2 The outbound availability and work resources allocation determined according to scope of work |
| | | | 5.3 Relevant outbound documents such as gate pass, proof of delivery and custom form prepared according to requirement |
| | | 6. Perform Halal outbound operation | 6.1 Relevant outbound documents received and verified |
| | | | 6.2 Halal outbound quantity verified against customer invoice and packing list |

| UNIT TITLE& UNIT CODE | UNIT DESCRIPTOR | WORK ACTIVITIES | PERFORMANCE CRITERIA |
|---|---|---|---|
| | | | 6.3 Loading into transport performed as per product arrangement requirement and type of vehicle<br>6.4 Relevant Halal outbound report prepared based on shipment order |
| 4. Halal Storage Operation<br><br>NCS-008:2018-C04 | Halal storage operation involves in coordination and supervision of the supply, storage, distribution, and recording of materials to maintain quantities adequate for current needs without excessive oversupply or loss<br><br>The person who is competent in this unit shall be able to assess Halal product details, assign transit location and prepare Halal stock holding report<br><br>The outcome of this competency is to ensure inventory is monitored and controlled according to company SOP and in compliance with Halal requirements. | 1. Assess Halal product details | 1.1 Halal product type classified<br>1.2 Relevant documents of Halal products checked and verified<br>1.3 Halal product quantity confirmed<br>1.4 Halal product condition checked and confirmed<br>1.5 Halal product quantity and condition report produced according to format. |
| | | 2. Assign transit location | 2.1 Temporary Halal storage area checked on the availability and condition<br>2.2 Temporary Halal storage area determined<br>2.3 Halal product movement carried out<br>2.4 Temporary Halal storage area report produced according to format |
| | | 3. Prepare Halal stock holding report | 3.1 Pallets selected and prepared according to type of Halal products<br>3.2 Halal product quantity updated<br>3.3 Halal product storage location updated<br>3.4 Halal Stock Holding report produced according to format |

| UNIT TITLE& UNIT CODE | UNIT DESCRIPTOR | WORK ACTIVITIES | PERFORMANCE CRITERIA |
|---|---|---|---|
| 5. Halal Transport Operation<br><br>NCS-008:2018-C05 | Halal Transport Operation involves in arranging the storage of deliverable goods which includes daily scheduling and handling multiple routes, drivers, and deliveries. | 1. Determine received order status | 1.1 Customer orders sorted and compiled accordingly prior to cut off time<br>1.2 Halal products order status checked within cut-off time<br>1.3 Order exceed cut-off time proceed as urgent order<br>1.4 Orders compiled and segregated by customer and goods types |
| | The person who is competent in this unit shall be able to determine received order status, determine transport requirement, arrange transport requirement, arrange internal driver, prepare transport delivery schedule and supervise Halal products loading. | 2. Determine transport requirements | 2.1 Order per customer assessed and total volume confirmed<br>2.2 Internal transport availability determined<br>2.3 Dedicated Halal transportation provider identified<br>2.4 Type and total number of required Halal dedicated transports confirmed.<br>2.5 Ordering information document produced |
| | | 3. Arrange transport requirement | 3.1 Ordering information for a particular job viewed and interpreted<br>3.2 Daily planning transport based referred and vehicle schedule confirmed<br>3.3 The availability of vehicle checked based on ordering information<br>3.4 Required transport booked for the particular job. |
| | The outcome of this competency is to ensure that all transports are in good conditions and products are delivered on time and according to regulations in compliance with Halal and authorization body requirements. | 4. Arrange internal driver | 4.1 Driver duty roster checked and interpreted according to authorization body requirement<br>4.2 Delivery work order assigned to driver based on the routing and scheduling rules |

| UNIT TITLE& UNIT CODE | UNIT DESCRIPTOR | WORK ACTIVITIES | PERFORMANCE CRITERIA |
|---|---|---|---|
| | | | 4.3 Next day's driver daily planning sheet updated based on daily driver availability report<br>4.4 Available driver confirmed and arranged for the particular delivery work |
| | | 5. Prepare transport delivery schedule | 5.1 Assigned deliveries recorded on the planning sheet<br>5.2 Daily delivery schedule printed after all scheduling completed<br>5.3 Driver informed on the time in for duty based on daily delivery schedule. |
| | | 6. Supervise Halal product loading | 6.1 Loading activities witnessed until completed<br>6.2 Halal products quantity verified against quantity stated in delivery order (DO)<br>6.3 Products observed to ensure they are properly wrapped and secured<br>6.4 Truck Halal goods transportation approved and sealed according to logistics guideline. |
| 6. Halal Support Service<br><br>NCS-008:2018-C06 | Halal Support Service involves in customer relations management and other technical matters on Halal compliance such as *Sertu* application and Halal Logistics incidence.<br><br>The person who is competent in this unit shall be able to determine the type | 1. Determine type of customer | 1.1 Type of customer determined according to sales data and company profile<br>1.2 Type of customer's Halal product determined according to food and non – food product<br>1.3 Customer's Halal product evaluated according to volume of sales transaction<br>1.4 Solution proposed to improved Halal service and to maintain customer loyalty |

| UNIT TITLE& UNIT CODE | UNIT DESCRIPTOR | WORK ACTIVITIES | PERFORMANCE CRITERIA |
|---|---|---|---|
| | of customer, attend customer and consumer complaints, update customer shipment status, carry out *Sertu* application and determine Halal Logistics incidence.<br><br>The outcome of this competency is to ensure that other non-routine operational services are provided to customers to satisfy their needs and requirements. Non-compliance matters identified according to MS 2400 and Shariah Law requirements. Non-compliance products are segregated or hold in a confined area | 2. Attend customer and consumer complaints | 2.1 Customer logistics documentation obtained according to type of complaints<br>2.2 Customer and consumer complaints screened according to type of individual or business sector<br>2.3 Type of Halal product determined according to logistics documentation<br>2.4 Type and cause of customer complaints identified based on customer feedback<br>2.5 Type of complaints determined according to seriousness of the complaint<br>2.6 Complaint corrective action proposed based on customer urgency according to company guidelines<br>2.7 Customer updated on actions taken and status in a timely manner<br>2.8 Customer and consumer complaints attended on regular basis |
| | | 3. Update customer shipment status | 3.1 Customer shipment status updated according to latest establish shipment schedule as per just in time (JIT) or just in sequence (JIS) practice<br>3.2 Customer latest shipment schedule informed based on date and time of arrival<br>3.3 Reasons explained on any delayed shipment and new shipment date confirmed with customer<br>3.4 Customer updated on goods shipment status according to company customer relations guidelines |

| UNIT TITLE& UNIT CODE | UNIT DESCRIPTOR | WORK ACTIVITIES | PERFORMANCE CRITERIA |
|---|---|---|---|
| | | 4. Carry out *Sertu* application | 4.1 *Sertu* services needed for transportation and warehouse determined upon requirement. <br> 4.2 *Sertu* requisition documentation prepared and submitted to superior and Internal Halal Committee member for verification and approval <br> 4.3 Relevant authorities such as JAIN are informed on *Sertu* method and requirements for endorsement <br> 4.4 *Sertu* cleansing operations monitored to ensure according to company *Sertu* SOP <br> 4.5 Transport completed *Sertu* operation labelled according to company SOP <br> 4.6 Completed form submitted to Internal Halal Committee (IHC) for endorsement and verification |
| | | 5. Determine Halal Logistics incidence | 5.1 Logistics operation incidence investigated and Halal product damage, loss or contamination identified. <br> 5.2 Quantity of Halal product damage during transportation, transit or storage activities determined. <br> 5.3 Quantity of Halal product contamination during transportation, transit or storage activities determined <br> 5.4 Quantity of Halal product loss during transportation, transit or storage activities determined |

| UNIT TITLE& UNIT CODE | UNIT DESCRIPTOR | WORK ACTIVITIES | PERFORMANCE CRITERIA |
|---|---|---|---|
| | | | 5.5 Total numbers of product recall for damage, loss and contamination determined |
| | | | 5.6 Incidence report on product loss, damage or contaminated during transport, transit and storage generated and compiled systematically |

**CURRICULUM OF COMPETENCY UNIT**

**NATIONAL COMPETENCY STANDARD (NCS) FOR:**

**HALAL LOGISTICS PRACTICE**

10. Curriculum of NCS Unit

10.1. Halal Logistics Planning

| NCS TITLE | HALAL LOGISTICS PRACTICE |
| --- | --- |
| UNIT TITLE | HALAL LOGISTICS PLANNING |
| LEARNING OUTCOMES | The outcome of this unit is to plan adequate facilities in ensuring the integrity of products, goods and/or cargo received is not compromised, deteriorated or contaminated during times of storage or whilst in transit according to customer requirements in compliance with Shariah regulations and in accordance with latest MS 2400 and HAS Guidelines. Upon completion of this unit, trainees should be able to:- <br> 1. Prepare Halal product delivery schedule <br> 2. Arrange required manpower <br> 3. Determine warehouse Halal dedicated area <br> 4. Provide value added services <br> 5. Prepare housekeeping planning |
| TRAINING PRE-REQUISITE | |
| UNIT CODE | NCS-008:2018-C01 |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
| --- | --- | --- | --- | --- |
| 1. Prepare Halal product delivery schedule | 1.1 Introduction to Halal Logistics <br> 1.2 Characteristics of Halal Products <br> 1.3 Format of Work Instruction <br> 1.4 Format of Delivery Schedule | 1.1 Analyse customer order <br> 1.2 Check customer order delivery cut off time <br> 1.3 Produce detailed work instruction <br> 1.4 Construct Halal product delivery schedule | ATTITUDE <br> • Meticulous in analysing <br> • Thorough in checking <br> • Precise and detailed in scheduling <br><br> SAFETY <br> • N/A <br><br> ENVIRONMENT <br> • Ensure good working environment | 1.1 Halal logistics operation explained <br> 1.2 Halal products characteristics elaborated <br> 1.3 Customer order analysed and delivery cut off time determined <br> 1.4 Detailed work instruction produced according to format <br> 1.5 Delivery schedule constructed according to format |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| 2. Arrange required manpower | 2.1 Work Instruction Preparation<br>2.2 Logistics Manpower Requirement<br>2.3 Calculation of Manpower Working Hours | 2.1 Prepare work instruction<br>2.2 Determine Halal Logistics manpower requirement<br>2.3 Check manpower availability<br>2.4 Arrange required manpower | ATTITUDE<br>• Accurate in calculation<br>• Precise in preparing work instruction<br>• Knowledgeable in determining manpower requirement<br><br>SAFETY<br>• Adhere to safety practice<br><br>ENVIRONMENT<br>• Ensure good working environment | 2.1 Manpower working hours calculated<br>2.2 Work instruction prepared and interpreted<br>2.3 Halal logistics manpower requirement determined according to work instruction |
| 3. Determine warehouse Halal dedicated area | 3.1 Types of Warehouse Operation<br>3.2 Category of Non-Compliance Product<br>3.3 Procedure of Non – Compliance Product Segregation<br>3.4 Malaysia Standard on Halal Warehouse Operations / Logistics<br>3.5 Principles of Halal Critical Control Points on Warehouse Operation | 3.1 Determine type of Halal product<br>3.2 Determine product movement requirements<br>3.3 Determine product put away requirements<br>3.4 Segregate non – compliance product<br>3.5 Recommend warehouse Halal dedicate area | ATTITUDE<br>• Aware of Halal compliance requirement<br>• Obedient in following procedure<br>• Precise in determining Halal product type<br><br>SAFETY<br>• Wear personal protective equipment (PPE)<br>• Adhere to safety practice | 3.1 Types of warehouse operation described<br>3.2 Category of non-compliance product listed out<br>3.3 Procedure of non – compliance product segregation explained<br>3.4 Malaysia standard on Halal warehouse operations/logistics<br>3.5 Principles of Halal Critical Control Points on warehouse operation interpreted<br>3.6 Warehouse Halal dedicate route introduction route described |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| | | | ENVIRONMENT<br>• Ensure good working environment | 3.7 Non-conformance product segregation procedure explained<br>3.8 Non-compliance product segregation procedure explained<br>3.9 Warehouse space to optimise storage capacity for Halal dedicated line drafted |
| 4. Provide value added services | 4.1 Regulation and Guidelines of Labelling<br>4.2 Procedure of Product Contamination Inspection<br>4.3 Logistics Inventory System | 4.1 Specify type of value added services<br>4.2 Determine Halal certified product label requirement<br>4.3 Determine Halal non - certified product label<br>4.4 Determine natural product labels<br>4.5 Prepare value added services facilities and equipment<br>4.6 Check buffer stock expiry date status<br>4.7 Check buffer stock condition<br>4.8 Forecast buffer stocks level | ATTITUDE<br>• Creative in determining customer service<br>• Detailed in checking<br>• Meticulous in forecasting<br>• Aware of Halal compliance requirement<br><br>SAFETY<br>• Adhere to safety practice<br><br>ENVIRONMENT<br>• Ensure good working environment | 4.1 Halal standards on labelling and packaging guidelines interpreted<br>4.2 Product contamination inspection procedure explained<br>4.3 Halal labelling and packaging procedure explained<br>4.4 Halal certified product and Halal non-certified product or natural product distinguished and described<br>4.5 Value added activities such as labelling, repackaging, break bulk and buffer stocks explained. |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| 5. Prepare housekeeping planning | 5.1 Introduction to Good Housekeeping Practice<br>5.2 Introduction to Good Hygiene Practices (GHP)<br>5.3 Type and Function of Housekeeping Tools and Equipment<br>5.4 Procedure of Pest Control<br>5.5 Procedure of Warehouse Waste Disposal<br>5.6 Format of Housekeeping Duty Rooster | 5.1 Prepare warehouse housekeeping schedule<br>5.2 Prepare housekeeping personal duty rooster<br>5.3 Prepare warehouse housekeeping tools and equipment<br>5.4 Check Logistics personal hygiene<br>5.5 Determine warehouse pest control application<br>5.6 Arrange warehouse waste disposal process | ATTITUDE<br>• Conscious of personal hygiene<br>• Aware of housekeeping requirements<br>• Precise in preparing work instruction<br><br>SAFETY<br>• Adhere to safety practice<br><br>ENVIRONMENT<br>• Ensure good working environment | 5.1 Good Housekeeping Practice explained<br>5.2 Good Hygiene Practices (GHP) described<br>5.3 Type and function of housekeeping tools and equipment explained<br>5.4 Procedure of pest control explained<br>5.5 Procedure of warehouse waste disposal explained<br>5.6 Format of housekeeping duty rooster drafted<br>5.7 Halal logistics personal hygiene requirements determined according to Good Housekeeping Practices<br>5.8 Warehouse pest control application determined according to requirement<br>5.9 Waste disposal method proposed according to regulatory body's guideline<br>5.10 Housekeeping schedule and duty rooster prepared according to format |

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10.2. Halal Logistics Documentation Control

| NCS TITLE | HALAL LOGISTICS PRACTICE |
|---|---|
| UNIT TITLE | HALAL LOGISTICS DOCUMENTATION CONTROL |
| LEARNING OUTCOMES | The outcome of this unit is to ensure Malaysia Halal Certification and other management system such as ISO 9001, GHP, OHSAS and TAPA are validating in order to perform the Halal logistics system. Upon completion of this unit, trainees must be able to:-<br>1. Determine legal documents requirements<br>2. Check customer shipment information<br>3. Determine custom documentation requirements<br>4. Prepare customs documentation<br>5. Regulate Halal logistics documentations |
| TRAINING PRE-REQUISITE | |
| UNIT CODE | NCS-008:2018-C02 |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| 1. Determine legal documents requirements | 1.1 Category of Business Legal Documents<br>1.2 Procedure of Malaysia Halal Certification<br>1.3 Introduction to Management System Certifications<br>1.4 Procedure of Legal Documents and Certification | 1.1 Classify type of warehouse and Logistics legal documents<br>1.2 Verify Halal Logistics Certificate validity<br>1.3 Verify management system certification validity<br>1.4 Verify relevant agreement validity<br>1.5 Update warehouse and Logistics legal documents latest status | ATTITUDE<br>• Aware of business legal requirements<br>• Precise in verification works<br>• Knowledgeable in Halal compliance requirement<br><br>SAFETY<br>• N/A<br><br>ENVIRONMENT<br>• Ensure good working environment | 1.1 Category of business legal documents explained<br>1.2 Business licenses such as SSM, forwarding license, PBT, SPAD, Warehouse (Bonded/Non-Bonded), listed out and explained<br>1.3 Procedure of Malaysia Halal Certification interpreted<br>1.4 Halal logistics certification on regulatory requirements are identified<br>1.5 Warehouse and logistics Management System Certification explained |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| | | | | 1.6 Other management system certificate such as latest MS 2400, ISO 9001, GHP, OHSAS, TAPA requirements elaborated<br>1.7 Relevant agreement such customer contract described |
| 2. Check customer shipment information | 2.1 Category of Customer Good<br>2.2 Type and Purpose of Shipment Documents<br>2.3 Type and Purpose of Delivery Documents<br>2.4 Shipment Scheduling<br>2.5 Delivery Scheduling<br>2.6 Load Factor Measurement<br>2.7 Storage Capacity Measurement | 2.1 Classify type of customer good<br>2.2 Check shipment supporting documents requirements<br>2.3 Determine consignment expected time arrival<br>2.4 Determine consignment expected time departure<br>2.5 Determine consignment destination<br>2.6 Determine customer specific storage requirements<br>2.7 Determine customer size and volume of shipment | ATTITUDE<br>• Knowledgeable on type of customer goods<br>• Precise and detailed in checking<br>• Precise in getting information<br><br>SAFETY<br>N/A<br><br>ENVIRONMENT<br>• Ensure good working environment | 2.1 Category of customer goods explained<br>2.2 Type and purpose of shipment or delivery documents described<br>2.3 Shipment and delivery scheduling explained<br>2.4 Load factor measurement calculated<br>2.5 Storage capacity measurement calculated<br>2.6 Customer requirements classification identified<br>2.7 Consignment schedule format identified<br>2.8 Size and volume of customer shipment or delivery confirmed |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| 3. Determine custom documentation requirements | 3.1 Type and Purpose of Customs Harmonised System (HS) code<br>3.2 Type and Purpose of INCOTERMS Code<br>3.3 Customs procedures and documentation | 3.1 Determine Halal products Custom Harmonised System (HS) code<br>3.2 Determine Halal product INCOTERMS code<br>3.3 Select categories of shipment documents | ATTITUDE<br>• Aware of custom requirements<br>• Good understanding on procedures<br><br>SAFETY<br>• Adhere to safety practice<br><br>ENVIRONMENT<br>• Ensure good working environment | 3.1 Custom Harmonised System (HS) code guidelines identified<br>3.2 Type and purpose of Customs Harmonised System (HS) code explained<br>3.3 Type and purpose of INCOTERMS code explained<br>3.4 Customs procedures and documentation interpreted<br>3.5 Shipment documents segregation procedures explained<br>3.6 Correct documents selected according to categories of shipment |
| 4. Prepare customs documentation | 4.1 Roles and Responsibility of Logistics Service Provider (LSP)<br>4.2 Preparation of Customs documentation<br>4.3 Procedure of Warehouse and Logistics Documentation Verification<br>4.4 Fundamental of Phytosanitary Requirement<br>4.5 Fundamental of | 4.1 Check custom and other authorities' requirements<br>4.2 Prepare customs documentation<br>4.3 Prepare other relevant/required documents | ATTITUDE<br>• Aware of roles and responsibility<br>• Understand in regulatory requirements<br>• Precise in preparing documents<br><br>SAFETY<br>• N/A<br><br>ENVIRONMENT<br>• Ensure good working environment | 4.1 Roles and responsibility of logistics service provider (LSP) explained<br>4.2 Customs documentations requirements explained<br>4.3 Warehouse and logistics documentation verification procedure interpreted<br>4.4 Phytosanitary requirement explained<br>4.5 Fundamental of Malaysia Accreditation Quality Inspection Standard (MAQIS) requirement explained<br>4.6 MOH requirement explained<br>4.7 Customs documents for Halal |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| | Malaysia Accreditation Quality Inspection Standard (MAQIS) requirement<br>4.6 MOH Requirement<br>4.7 Other Documents Requirement | | | meat product prepared according to requirements<br>4.8 Other relevant custom documents prepared according to regulatory body requirement |
| 5. Regulate Halal logistics documentations | 5.1 Category of Halal Logistics Documentations<br>5.2 Format of Halal Goods Shipment Report<br>5.3 Procedure of Halal Logistics Documentation | 5.1 Record Halal logistics documents corrective actions<br>5.2 Prepare Halal goods shipment report<br>5.3 Prepare Halal logistics documentation | ATTITUDE<br>• Meticulous in recording information<br>• Neat and clear in writing report<br>• Detailed and thorough in proposing corrective actions<br>• Aware on Halal compliance requirement<br><br>SAFETY<br>• Adhere to safety practice<br><br>ENVIRONMENT<br>• Ensure good working environment | 5.1 Halal logistics documentations categorized and explained<br>5.2 Format of Halal goods shipment report drafted<br>5.3 Procedure of Halal logistics documentation interpreted<br>5.4 Halal logistics documentation preparation procedure explained<br>5.5 Recommendations and corrective actions proposed. |

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10.3. Halal Warehouse Operation

| NCS TITLE | HALAL LOGISTICS PRACTICE |
|---|---|
| UNIT TITLE | HALAL WAREHOUSE OPERATION |
| LEARNING OUTCOMES | The outcome of this unit is to ensure the inbound and outbound products; goods and/or cargo are handled effectively in accordance with Halal principles. Upon completion of this unit, trainees must be able to:- <br> 1. Determine Halal product arrival status <br> 2. Prepare Halal inbound requirements <br> 3. Perform Halal inbound operation <br> 4. Coordinate Halal storage operation <br> 5. Prepare Halal outbound requirements <br> 6. Perform Halal outbound operation |
| TRAINING PRE-REQUISITE | |
| UNIT CODE | NCS-008:2018-C03 |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| 1. Determine Halal product arrival status | 1.1 Halal Products Arrival Information <br> 1.2 Halal Product Tracking System <br> 1.3 Procedure of Halal Product Documentations <br> 1.4 Procedure of Halal Transport Documentation | 1.1 Verify Halal product shipment notice <br> 1.2 Verify Halal inbound shipping documents <br> 1.3 Prepare Halal inbound documents declaration <br> 1.4 Prepare Halal outbound document declaration <br> 1.5 Verify Halal product documents <br> 1.6 Check Halal specified arrival location <br> 1.7 Record Halal product arrival information | ATTITUDE <br> • Knowledgeable in tracking system <br> • Aware on documentations requirements <br> • Meticulous in verification work <br> • Precise in recording information <br><br> SAFETY <br> • Adhere to safety practice | 1.1 Recording arrival information method determined <br> 1.2 Using tracking system method determined <br> 1.3 Cargo documents verification procedure explained <br> 1.4 Transport documents verification procedure explained <br> 1.5 Shipment notice of Halal product checked and arrival date and time confirmed <br> 1.6 Inbound shipping document verified <br> 1.7 Halal product arrival status |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| | | | ENVIRONMENT<br>• Ensure good working environment | and actual location confirmed using tracking system<br>1.8 Halal product arrival information recorded into database system |
| 2. Prepare Halal inbound requirements | 2.1 Halal Inbound Handling Scope of Work<br>2.2 Classification of Material Handling Equipment (MHE)<br>2.3 Procedure of Halal Product Inbound Storage Allocation<br>2.4 Principles of HCCP for Halal warehouse<br>2.5 Requirements of Malaysian Standards on Halal Warehouse (MS 2400-2)<br>2.6 Determination of Storage Area<br>2.7 Description of Putaway Time<br>2.8 Purpose and type of pallet | 2.1 Arrange manpower for Halal inbound handling<br>2.2 Check Halal dedicated material handling equipment (MHE) availability<br>2.3 Check Halal dedicated material handling equipment (MHE) condition<br>2.4 Allocate Halal product inbound storage<br>2.5 Determine required storage area<br>2.6 Determine Halal inbound unloading handling equipment<br>2.7 Estimate Halal inbound putaway time requirement<br>2.8 Determine pallet requirement | ATTITUDE<br>• Knowledgeable in inbound operation<br>• Precise in determining inbound requirement<br>• Thorough in checking<br>• Patience during inspection<br><br>SAFETY<br>• Wear personal protective equipment (PPE) during operation<br>• Alert in handling equipment<br>• Adhere to safety practice<br><br>ENVIRONMENT<br>• Ensure good working environment | 2.1 Inbound handling scope of work determined<br>2.2 Material handling equipment (MHE) inspection procedure explained<br>2.3 Inbound cargo storage allocation procedure explained<br>2.4 Halal Assurance Management System (HAS) on storage guidelines determined<br>2.5 Malaysian standard on storage guidelines determined<br>2.6 Estimation off-loading requirement method identified<br>2.7 Estimation putaway time requirement method identified<br>2.8 Method of determination storage area explained<br>2.9 Method of determination pallet requirement explained |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| 3. Perform Halal inbound operation | 3.1 Principles of Halal Warehouse Operation<br>3.2 Procedure of Halal Inbound Documentation<br>3.3 Process of Halal Product Receiving<br>3.4 Halal Product Storage Arrangement | 3.1 Prepare Halal designated area<br>3.2 Check relevant Halal inbound documents<br>3.3 Check physical inbound product<br>3.4 Carry out Halal product handling<br>3.5 Carry out Halal product movement<br>3.6 Arrange Halal product storage<br>3.7 Record Halal product receive | ATTITUDE<br>• Meticulous in inbound handling<br>• Meticulous in documentation and procedure<br>• Thorough in checking.<br><br>SAFETY<br>• Cautious in handling machinery<br>• Wear personal protective equipment (PPE) during operation<br>• Avoid cross contamination<br>• Adhere to safety practice<br><br>ENVIRONMENT<br>• Ensure good working environment | 3.1 Halal inbound documents inspection procedure explained<br>3.2 Halal product receiving procedure explained<br>3.3 Halal product storage arrangement method identified<br>3.4 Halal Assurance Management System (HAS) on handling product guidelines determined and elaborated<br>3.5 Halal product storage arrangement proposed and presented |
| 4. Coordinate Halal storage operation | 4.1 Categories of Halal Storage Value-Added Services<br>4.2 Warehouse Storage Operations<br>4.3 Warehouse Management System<br>4.4 Format of Halal Stock Holding Report | 4.1 Determine Halal product normal storage<br>4.2 Determine Halal product order picking<br>4.3 Determine Halal product sorting | ATTITUDE<br>• Knowledgeable in Halal storage operation<br>• Meticulous in determining requirement<br>• Good in coordination work | 4.1 Halal storage value-added services categorized and described<br>4.2 Basic warehouse management system elaborated<br>4.3 Format of Halal stock holding report interpreted |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| | | 4.4 Determine Halal product labelling / relabeling<br>4.5 Determine Halal product repackaging<br>4.6 Determine Halal product cross docking<br>4.7 Determine Halal product break-bulk<br>4.8 Determine Halal product condition<br>4.9 Determine Halal product quarantine<br>4.10 Monitor Halal products movement<br>4.11 Prepare Halal Stock Holding report | • Detailed and completeness in producing reports<br><br>SAFETY<br>• Cautious in handling machinery<br>• Wear personal protective equipment (PPE) during operation<br>• Avoid cross contamination<br>• Adhere to safety practice<br><br>ENVIRONMENT<br>• Ensure good working environment | 4.4 Stock checking methods described according to procedures<br>4.5 Ways of moving and placing of Halal products at the assigned storage area elaborated<br>4.6 Halal Stock Holding report prepared and submitted to the relevant stakeholders for reviewed and approval |
| 5. Prepare Halal outbound requirements | 5.1 Process of Outbound Documents Preparation<br>5.2 Scope of Work of Halal Outbound Handling<br>5.3 Methods of Halal Product Arrangement | 5.1 Arrange manpower for Halal outbound handling<br>5.2 Check Halal dedicated material handling equipment (MHE) availability<br>5.3 Check Halal dedicated material handling equipment (MHE) condition<br>5.4 Determine Halal product outbound | ATTITUDE<br>• Meticulous in outbound handling<br>• Precise in determining outbound requirement<br>• Thorough in checking<br><br>SAFETY<br>• Wear personal protective equipment (PPE) during operation<br>• Alert in handling equipment | 5.1 Outbound document preparation procedure explained<br>5.2 Scope of work of Halal outbound handling described<br>5.3 Methods of Halal product arrangement specified<br>5.4 Manpower arrangement for Halal outbound handling explained<br>5.5 Method of checking MHE condition explained<br>5.6 Halal product outbound |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| | | storage location<br>5.5 Determine required staging area<br>5.6 Determine Halal outbound loading handling equipment<br>5.7 Estimate Halal outbound loading time requirement<br>5.8 Determine Halal product labelling information | • Adhere to safety practice<br><br>ENVIRONMENT<br>• Ensure good working environment | storage location described<br>5.7 Halal outbound loading handling equipment listed out<br>5.8 Halal outbound loading time requirement estimated<br>5.9 Halal product labelling requirements explained |
| 6. Perform Halal outbound operation | 5.1 Procedure of Halal Outbound Documents Verification<br>5.2 Guidelines of Halal Product Quality Inspection<br>5.3 Guidelines of Halal Outbound Quantity Verification<br>5.4 Format of Halal Outbound Report | 5.1 Check relevant Halal outbound documents<br>5.2 Check Halal product outbound quality<br>5.3 Check Halal outbound quantity<br>5.4 Carry out Halal product arrangement<br>5.5 Carry out Halal product loading<br>5.6 Prepare Halal product outbound report | ATTITUDE<br>• Meticulous in outbound handling<br>• Knowledgeable on documentation and procedure requirements<br>• Thorough in checking.<br><br>SAFETY<br>• Wear personal protective equipment (PPE) during operation<br>• Avoid cross contamination<br><br>ENVIRONMENT<br>• Ensure good working environment | 5.1 Outbound documents verification procedure explained<br>5.2 Halal outbound quantity verification procedure explained<br>5.3 Halal product arrangement method determined<br>5.4 Halal product loading method determined<br>5.5 Halal outbound report format identified<br>5.6 Relevant Halal outbound report prepared based on format |

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10.4. Halal Storage Operation

| NCS TITLE | HALAL LOGISTICS PRACTICE |
|---|---|
| UNIT TITLE | HALAL STORAGE OPERATION |
| LEARNING OUTCOMES | The outcome of this unit is to ensure the storage and movement of Halal products from the warehouse in a safe and timely manner. Upon completion of this unit, trainees must be able to:-<br>1. Assess Halal product details<br>2. Assign transit location<br>3. Prepare Halal stock holding report |
| TRAINING PRE-REQUISITE | |
| UNIT CODE | NCS-008:2018-C04 |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| 1. Assess Halal product details | 1.1 Procedure of Halal Product Documentations<br>1.2 Procedure of Halal Product Inspection<br>1.3 Format of Halal Product Inspection Report | 1.1 Classify type of Halal product<br>1.2 Check Halal product relevant documents<br>1.3 Check Halal product quantity<br>1.4 Check Halal product condition<br>1.5 Prepare Halal product inspection report | ATTITUDE<br>• Aware on Halal compliance requirement<br>• Knowledgeable in storage operation<br>• Thorough in checking<br>• Detailed and completeness in producing reports<br><br>SAFETY<br>• N/A<br><br>ENVIRONMENT<br>• Ensure good working environment | 1.1 Halal product relevant documents verification procedure explained<br>1.2 Halal product quantity and condition verification procedure explained<br>1.3 Halal product quantity and condition report prepared according to format |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| 2. Assign transit location | 2.1 Characteristic of Transit Location<br>2.2 Procedure of Temporary Halal Storage Area Allocation<br>2.3 Procedure of Halal Product Movement<br>2.4 Format of Halal Storage Report | 2.5 Check temporary Halal storage area availability<br>2.6 Check temporary Halal storage area condition<br>2.7 Determine temporary Halal storage area<br>2.8 Carry out Halal product movement<br>2.9 Prepare temporary Halal storage area report | ATTITUDE<br>• Knowledgeable in storage operation<br>• Thorough in checking<br>• Detailed in producing reports<br><br>SAFETY<br>• Adhere to safety practice<br><br>ENVIRONMENT<br>• Ensure good working environment | 2.1 Transit location characteristic identified<br>2.2 Temporary Halal storage area allocation procedure explained<br>2.3 Halal product movement procedure explained<br>2.4 Temporary Halal storage area report produced according to format |
| 3. Prepare Halal stock holding report | 3.1 Preparation of Halal Product Pallets<br>3.2 Technique of Updating Halal Product Quantity<br>3.3 Technique of Updating Halal Product Storage Location<br>3.4 Format of Halal Stock Holding Report | 3.5 Prepare Halal product pallets<br>3.6 Update Halal product quantity<br>3.7 Update Halal product storage location<br>3.8 Prepare Halal Stock Holding report | ATTITUDE<br>• Aware on procedure requirements<br>• Good in coordination work<br>• Detailed in producing reports<br><br>SAFETY<br>• Adhere to safety practice<br><br>ENVIRONMENT<br>• Ensure good working environment | 3.1 Halal product pallets preparation explained<br>3.2 Technique of updating Halal product quantity applied<br>3.3 Technique of updating Halal product storage location explained<br>3.4 Halal Stock Holding report format identified<br>3.5 Halal Stock Holding report prepared according to required format |

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| 4 | Gwynne Richards (2011). Warehouse Management: A Complete Guide to Improving Efficiency and Minimizing Costs in the Modern Warehouse.Kogan Page. ISBN-13: 978-0-7494-6074-7 |
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10.5. Halal Transport Operation

| NCS TITLE | HALAL LOGISTICS PRACTICE |
|---|---|
| UNIT TITLE | HALAL TRANSPORT OPERATION |
| LEARNING OUTCOMES | The outcome of this unit is to ensure transports are in good condition and products are delivered on time and according to regulations in compliance with Halal requirements. Upon completion of this unit, trainees must be able to:-<br>1. Determine order status<br>2. Determine transport requirements<br>3. Arrange transport requirements<br>4. Arrange internal driver<br>5. Prepare transport delivery schedule<br>6. Supervise Halal product loading |
| TRAINING PRE-REQUISITE | |
| UNIT CODE | NCS-008:2018-C05 |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| 1. Determine customer delivery requirement | 1.1 Classification of Customer Halal Product<br>1.2 Customer Delivery Lead Time<br>1.3 Customer Order Cut Off Time | 1.1 Determine customer delivery date requirement<br>1.2 Check customer delivery schedule<br>1.3 Determine customer order cut off time<br>1.4 Classify type of customer order | ATTITUDE<br>• Aware on customer requirements<br>• Good understanding on delivery procedures<br><br>SAFETY<br>• N/A<br><br>ENVIRONMENT<br>• Ensure good working environment | 1.1 Classification of customer Halal product specified and explained<br>1.2 Customer delivery lead time determined<br>1.3 Customer cut off time estimated<br>1.4 Customer delivery schedule constructed according to requirements |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| 2. Determine transport requirements | 2.1 Mode of Transport<br>2.2 Type and Function of Transport<br>2.3 Halal Transport Condition<br>2.4 Selection of 3rd Party Logistics<br>2.5 Fundamental of Transport Autonomous Maintenance | 2.1 Check customer order volume<br>2.2 Verify type and total number of required Halal dedicated transports<br>2.3 Determine internal transport availability<br>2.4 Determine dedicated Halal 3rd Party Logistics (3PL) provider availability<br>2.5 Select dedicated Halal 3rd Party Logistics (3PL)<br>2.6 Produce order information documents | ATTITUDE<br>• Knowledgeable on transport types and functions<br>• Aware on customer requirements<br>• Good understanding on delivery procedures<br><br>SAFETY<br>• N/A<br><br>ENVIRONMENT<br>• Ensure good working environment | 2.1 Mode of transport described<br>2.2 Type and function of transport elaborated<br>2.3 Halal Transport requirements explained<br>2.4 Selection criteria for 3rd Party Logistics described<br>2.5 Fundamental of transport autonomous maintenance explained<br>2.6 Ordering information document produced according to format |
| 3. Arrange transport requirements | 3.1 Format of Transport Schedule<br>3.2 Process of Transport Reservation | 3.1 Prepare transport schedule<br>3.2 Verify order information requirements<br>3.3 Check transport availability<br>3.4 Reserve required transport | ATTITUDE<br>• Aware on customer requirements<br>• Good understanding on format and procedures<br>• Aware on Halal compliance requirements<br><br>SAFETY<br>• N/A | 3.1 Daily transport schedule format identified<br>3.2 Transport reservation procedure explained<br>3.3 Ordering information for a particular job viewed and interpreted<br>3.4 Daily planning transport based on vehicle schedule referred and confirmed<br>3.5 The availability of vehicle is checked based on ordering information |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| | | | ENVIRONMENT<br>• Ensure good working environment | 3.6 Booking for required transport interpreted according to procedure |
| 4. Arrange internal driver | 4.1 Classification of Driving License<br>4.2 Profile of Drivers<br>4.3 Personal Cleanliness and Hygiene<br>4.4 Rules of Routing and Scheduling<br>4.5 Process of Assigning Transport Driver<br>4.6 Format of Driver Duty Roster<br>4.7 Format of Daily Driver Availability Report<br>4.8 Type and Usage of Personal Protective Equipment (PPE) | 4.1 Prepare driver duty roster<br>4.2 Plan driver delivery schedule<br>4.3 Assign driver delivery work order<br>4.4 Update driver daily planning sheet<br>4.5 Produce daily driver availability report<br>4.6 Issue customer delivery note<br>4.7 Brief delivery assignment<br>4.8 Check driver personal protective equipment (PPE)<br>4.9 Determine driver perform truck pre-delivery inspection (ROTA A) | ATTITUDE<br>• Precise in preparing work instruction<br>• Knowledgeable in determining manpower requirement<br>• Detailed and thorough in evaluation<br>• Aware on Halal compliance requirement<br><br>SAFETY<br>• Adhere to safety practice<br><br>ENVIRONMENT<br>• Ensure good working environment | 4.1 Classification of driving license described<br>4.2 Profile of drivers for selection determined and explained<br>4.3 Rules of routing and scheduling interpreted<br>4.4 Process of assigning transport driver explained<br>4.5 Driver duty roster drafted according to format<br>4.6 Format of daily driver availability report followed<br>4.7 Type and usage of driver personal protective equipment (PPE) explained<br>4.8 Daily driver availability report format identified |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| 5. Supervise Halal product loading | 6.1 Procedure of Halal Product Loading<br>6.2 Method of Halal Product Loading<br>6.3 Process of Halal Chain of Custody | 6.1 Check Halal product delivery order (D/O)<br>6.2 Check Halal product quantity<br>6.3 Monitor Halal product loading<br>6.4 Verify Halal Logistics compliance chain of custody<br>6.5 Approve Halal product delivery<br>6.6 Update Halal product delivery<br>6.7 Generate Halal product delivery report | ATTITUDE<br>• Knowledgeable in loading procedure<br>• Meticulous in checking<br>• Precise in preparing work instruction<br>• Good in supervision and monitoring works<br>• Detailed and thorough in reports<br><br>SAFETY<br>• Cautious in handling machinery<br>• Wear personal protective equipment (PPE) during operation<br>• Avoid cross contamination<br>• Adhere to safety practice<br><br>ENVIRONMENT<br>• Ensure good working environment | 6.1 Procedure of Halal product loading interpreted<br>6.2 Process of Halal chain of custody explained<br>6.3 Halal product wrapping procedure explained<br>6.4 Halal product wrapping method determined<br>6.5 Halal product loading procedure explained<br>6.6 Halal product loading method determined<br>6.7 Halal product delivery report prepared according to standard format |

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10.6. Halal Support Service

| NCS TITLE | HALAL LOGISTICS PRACTICE |
|---|---|
| UNIT TITLE | HALAL SUPPORT SERVICE |
| LEARNING OUTCOMES | The outcome of this unit is to ensure non-routine operation services are provided to customers based on their requirements. Upon completion of this unit, trainees must be able to:-<br>1. Determine type of Halal service<br>2. Attend customer complaints<br>3. Update customer shipment status<br>4. Carry out *Sertu* application<br>5. Determine Halal Logistics incidence |
| TRAINING PRE-REQUISITE | |
| UNIT CODE | NCS-008:2018-C06 |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| 1. Determine type of Halal service | 1.1 Format of Customer Database<br>1.2 Characteristics of Customer<br>1.3 Classification of Halal Product Category<br>1.4 Evaluation of Sales Volume Statistics<br>1.5 Principles of Customer Relation Satisfaction | 1.1 Study customer profile<br>1.2 Classify customer Halal product category<br>1.3 Evaluate customer Halal product sales volume<br>1.4 Recommend appropriate Halal service | ATTITUDE<br>• Aware on customer requirements<br>• Knowledgeable on Halal product category<br>• Precise in evaluation work<br><br>SAFETY<br>• N/A<br><br>ENVIRONMENT<br>• Ensure good working environment | 1.1 Customer database format identified<br>1.2 Customer characteristic identified<br>1.3 Halal product category classification identified<br>1.4 Halal product sales transaction evaluation procedure explained<br>1.5 Customer loyalty method determined<br>1.6 Solution proposed to improved Halal service and to maintain customer loyalty |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| 2. Attend customer complaints | 2.1 Categories of Customer Complaint<br>2.2 Format of Customer Complaints Form<br>2.3 Steps of Attending Customer Complaints<br>2.4 Format of Customer Complaints Report | 2.1 Prepare customer complaints form<br>2.2 Categorize customer complaints<br>2.3 Record customer complaints<br>2.4 Study customer complaints<br>2.5 Recommend corrective actions<br>2.6 Produce customer complaints report | ATTITUDE<br>• Positive and courteous in responding to customer's enquiries<br>• Pay attention to complaint details<br>• Precise in recording of information<br><br>SAFETY<br>• N/A<br><br>ENVIRONMENT<br>• Ensure conducive working environment | 2.1 Categories of customer complaint determined<br>2.2 Format of customer complaints form identified<br>2.3 Steps of attending customer complaints elaborated<br>2.4 Format of customer complaints report determined<br>2.5 Complaint corrective action proposed according to guidelines |
| 3. Update customer shipment status | 3.1 Classification of Shipment Arrangement<br>3.2 Format of Customer Shipment Schedule<br>3.3 Transportation Traceability System | 3.1 Determine customer shipment arrangement<br>3.2 Check customer latest shipment schedule<br>3.3 Monitor Halal transport movement status<br>3.4 Notify customer latest shipment date and time of arrival<br>3.5 Prepare customer latest shipment schedule | ATTITUDE<br>• Knowledgeable in determining manpower requirement<br>• Resourceful in updating customers<br>• Responsive on corrective actions<br><br>SAFETY<br>• N/A<br><br>ENVIRONMENT<br>• Ensure conducive working environment | 3.1 Classification of shipment specified<br>3.2 Format of customer shipment schedule determined<br>3.3 Transportation traceability system determined<br>3.4 Customer shipment arrangement practice determined<br>3.5 Customer shipment schedule format identified<br>3.6 Customer shipment status notification procedure explained |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| 4. Carry out *Sertu* process | 4.1 Category of Najs<br>4.2 Method of Cleansing<br>4.3 Fundamental of *Sertu* according to Shafie School of Thought<br>4.4 Process of *Sertu*<br>4.5 Format of *Sertu* Report<br>4.6 Shariah Compliance on *Sertu* | 4.1 Prepare *Sertu* report<br>4.2 Determine *Sertu* service requirement<br>4.3 Prepare internal *Sertu* resources<br>4.4 Select 3rd party *Sertu* service provider<br>4.5 Carry out *Sertu* service coordination<br>4.6 Monitor *Sertu* activities<br>4.7 Approve completed *Sertu* activities<br>4.8 Record completed *Sertu* activities | ATTITUDE<br>• Knowledgeable on shariah requirements<br>• Understand *Sertu* process<br>• Meticulous in coordination work<br><br>SAFETY<br>• Wear personal protective equipment (PPE) during *Sertu* process<br>• Avoid cross contamination<br>• Adhere to safety practice<br><br>ENVIRONMENT<br>• Ensure good and clean (green) working environment | 4.1 Category of Najs elaborated<br>4.2 Method of cleansing described according to Islamic law<br>4.3 Fundamental of *Sertu* according to Shafie School of Thought explained<br>4.4 Process of *Sertu* elaborated<br>4.5 Shariah compliance on *Sertu* elaborated<br>4.6 *Sertu* cleansing operations monitoring procedure explained<br>4.7 *Sertu* cleansing method determined<br>4.8 *Sertu* cleansing report format identified |
| 5. Determine Halal Logistics incidence | 5.1 Categories of Halal Logistics Incidences<br>5.2 Format of Logistics Operation Incidence Form<br>5.3 Procedure of Halal Logistics Operation Incidence Investigation | 5.1 Prepare Logistics operation incidence form<br>5.2 Investigate Halal Logistics operation incidence<br>5.3 Classify type of Logistics operation incidence | ATTITUDE<br>• Knowledgeable on incidence categories<br>• Understand *Sertu* process<br>• Meticulous in investigation work<br>• Detail in reporting | 5.1 Categories of Halal logistics incidences described<br>5.2 Format of logistics operation incidence form determined<br>5.3 Procedure of Halal logistics operation incidence investigation interpreted<br>5.4 Procedure of product recall |

| WORK ACTIVITIES | RELATED KNOWLEDGE | RELATED SKILLS | ATTITUDE/ SAFETY/ ENVIRONMENT | ASSESSMENT CRITERIA |
|---|---|---|---|---|
| | 5.4 Procedure of Product Recall<br>5.5 Format of Halal Logistics Operation Incidence Report | 5.4 Record Halal product damage<br>5.5 Record Halal product contamination<br>5.6 Record Halal product loss<br>5.7 Record number of product recall<br>5.8 Generate Halal Logistics operation incidence report | SAFETY<br>• Wear personal protective equipment (PPE) during operation<br>• Adhere to safety practice<br><br>ENVIRONMENT<br>• Ensure conducive working environment | 5.5 Format of Halal logistics operation incidence report<br>5.6 Logistics operation incidence form format identified<br>5.7 Halal logistics operation incidence investigation procedure explained<br>5.8 Halal logistics operation incidence report format identified<br>5.9 Incidence report on product loss, damage or contaminated during transport, transit and storage prepared and presented |

References for Learning Material Development

| | |
|---|---|
| 1 | Matt A. Casado, Housekeeping Management 2012, 2$^{nd}$ Edition, Wiley Publication, ISBN: 9781118071793 |
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| 3 | Halal, Food Safety and HACCP Central Asia Regional Economic Cooperation (CAREC) Program Workshop on SPS Measures 25-26 July 2012 Bangkok, Thailand Rob Black SPS Expert |
| 4 | IATA (2012), 53th edition Dangerous Goods Books. ISBN-13:978-0-03-001144-3 |
| 5 | Karen Leland, Keith Bailey (2006), Customer Service for Dummies, Wiley Publishing, ISBN: 0-471-76869-3 |
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| 7 | Robert W Lucas (2011) . Customer Service Skills for Success   (Connect, Learn, Succeed) (5th Edition). Mcgraw-Hill Humanities/Social Sciences/Languages.   ISBN-13: 978-0-07-339711-5 |
| 8 | Department of Standards Malaysia (2009). Malaysian Standards MS 1500:2009, Halal Food Production, Preparation, Handling and Storage General Guidelines (Second Revision). SIRIM Berhad, Malaysia |
| 9 | Department of Standards Malaysia 2010,  MS 2400-1:2010 (P) Halalan-Toyyiban Assurance Pipeline – Part 1: Management System Requirements for Transportation of Goods and/or Cargo Chain Services |
| 10 | Department of Standards Malaysia 2010,  MS 2400-2:2010 (P) Halalan-Toyyiban Assurance Pipeline – Part 2: Management System Requirements for Warehousing and Related Activities |

11. Delivery Mode

The following are the **recommended** training delivery modes:-

| KNOWLEDGE | SKILL |
|---|---|
| <ul><li>Lecture</li><li>Group discussion</li><li>E-learning, self-paced</li><li>E-learning, facilitated</li><li>Case study or Problem based learning (PBL)</li><li>Self-paced learning, non-electronic</li><li>One-on-one tutorial</li><li>Shop talk</li><li>Seminar</li></ul> | <ul><li>Demonstration</li><li>Simulation</li><li>Project</li><li>Scenario based training (SBT)</li><li>Role play</li><li>Coaching</li><li>Observation</li><li>Mentoring</li></ul> |

12. Tools, Equipment and Materials (TEM)

**HALAL LOGISTICS PRACTICE**

| Unit No. | UNIT CODE | UNIT TITLE |
|---|---|---|
| 1 | NCS-008:2018-C01 | Halal Logistics Planning |
| 2 | NCS-008:2018-C02 | Halal Logistics Documentation Control |
| 3 | NCS-008:2018-C03 | Halal Warehouse Operation |
| 4 | NCS-008:2018-C04 | Halal Storage Operation |
| 5 | NCS-008:2018-C05 | Halal Transport Operation |
| 6 | NCS-008:2018-C06 | Halal Support Service |

*Items listed refer to TEM's **minimum requirement** for skills delivery only.

| No | ITEM* | RATIO (TEM : Trainees) | CU 1 | CU 2 | CU 3 | CU 4 | CU 5 | CU 6 |
|---|---|---|---|---|---|---|---|---|
| **A. Tools** | | | Tick (√) where relevant | | | | | |
| 1 | *Sertu* tools | | | | √ | √ | √ | √ |
| 2 | Housekeeping tools | | | | √ | | | √ |
| **B. Equipment** | | | Tick (√) where relevant | | | | | |
| 1 | Computer | | √ | √ | √ | √ | √ | √ |
| 2 | LCD Projector | | √ | √ | √ | √ | √ | √ |
| 3 | Table & chair | | √ | √ | √ | √ | √ | √ |
| 4 | White board | | √ | √ | √ | √ | √ | √ |
| 5 | Printer | | √ | √ | √ | √ | √ | √ |
| 6 | Water jet | | | | | | | √ |
| 7 | Flip chart | | √ | √ | √ | √ | √ | √ |
| **C. Materials** | | | Tick (√) where relevant | | | | | |
| 1 | Clay | | | | | | | √ |
| 2 | Detergent | | | | | | | √ |

| No | Reference | | | | | | |
|----|-----------|---|---|---|---|---|---|
| 3 | Sanitizer | | | | | | √ |
| 4 | MS 2400 Part 1 | | √ | √ | √ | √ | √ | √ |
| 5 | MS 2400 Part 2 | | √ | √ | √ | √ | √ | √ |
| 6 | Halal Assurance Management System guidelines | | √ | √ | √ | √ | √ | |
| 7 | Food Act | | √ | √ | √ | √ | √ | |
| 8 | Customs Act | | | √ | | | | |
| 9 | Customs Tariff Code | | | √ | | | | |
| 10 | INCOTERM Booklet | | | √ | | | | |
| 11 | JAKIM *Sertu* guideline | | | | | | | √ |
| 12 | Sample of Customs documentation | | | √ | | | | |
| 13 | Sample of Delivery documentation | | | √ | √ | | | |
| 14 | MS 1500 | | | | | √ | √ | √ |
| 15 | MS 1480 | | | | | √ | √ | √ |
| 16 | MS 1514 | | | | | √ | √ | √ |
| 17 | Sample of inventory control documentation | | | | | √ | √ | |
| 18 | Sample of cycle count documentation | | | | | √ | √ | |
| 19 | MS 2565 | | | | | √ | √ | √ |
| 20 | Sample of warehouse SOP | | | | | √ | | |
| 21 | Sample of Logistics SOP | | | | | | √ | |
| 22 | Sample of legal document | | | √ | √ | | √ | |
| 23 | Sample of process flow diagram / chart | | √ | √ | √ | √ | √ | |
| 24 | Sample of work instruction | | √ | √ | √ | √ | √ | |
| 25 | MS 2393 : 2013 Islamic and Halal Principles | | | | | √ | √ | √ |
| 26 | Manual Prosedur Pensijilan Halal Malaysia | | √ | √ | √ | √ | √ | |

13. Training Hour Summary

The following table shows the nominal training hours based on recommendations made by the Standard Development Committee (SDC). For purpose of Malaysian Skills Certification through accredited centre training, the program duration is subject to Malaysian Skills Certification System.

**HALAL LOGISTICS PRACTICE**

| UNIT CODE | UNIT TITLE | WORK ACTIVITIES | RELATED KNOWLEDGE (HOURS) | RELATED SKILLS (HOURS) | TRAINING DURATION (HOURS) | SKILLS CREDIT |
|---|---|---|---|---|---|---|
| NCS-008:2018-C01 | Halal Logistics Planning | Prepare Halal product delivery schedule | 1 | 2 | 15 | 1.5 |
| | | Arrange required manpower | 1 | 2 | | |
| | | Determine warehouse Halal dedicated area | 1 | 2 | | |
| | | Provide value added services | 1 | 2 | | |
| | | Prepare housekeeping planning | 1 | 2 | | |
| NCS-008:2018-C02 | Halal Logistics Documentation Control | Determine legal documents requirements | 1 | 2 | 15 | 1.5 |
| | | Check customer shipment information | 1 | 2 | | |
| | | Determine customs documentations requirements | 1 | 2 | | |
| | | Prepare customs documentation | 1 | 2 | | |
| | | Regulate Halal Logistics documentations | 1 | 2 | | |

| | | | | | | |
|---|---|---|---|---|---|---|
| NCS-008:2018-C03 | Halal Warehouse Operation | Determine Halal product arrival status | 1 | 2 | 18 | 1.8 |
| | | Prepare Halal inbound requirements | 1 | 2 | | |
| | | Perform Halal inbound operation | 1 | 2 | | |
| | | Coordinate Halal storage operation | 1 | 2 | | |
| | | Prepare Halal outbound requirements | 1 | 2 | | |
| | | Perform Halal outbound operation | 1 | 2 | | |
| NCS-008:2018-C04 | Halal Storage Operation | Assess Halal product details | 1 | 2 | 9 | 0.9 |
| | | Assign transit location | 1 | 2 | | |
| | | Prepare Halal stock holding reports | 1 | 2 | | |
| NCS-008:2018-C05 | Halal Transport Operation | Determine received order status | 1 | 1.5 | 18 | 1.8 |
| | | Determine transport requirements | 1 | 1.5 | | |
| | | Arrange transport requirement | 1 | 3 | | |
| | | Arrange internal driver | 1 | 1 | | |
| | | Prepare transport delivery schedule | 1 | 2 | | |
| | | Supervise Halal product loading | 1 | 3 | | |

| NCS-008:2018-C06 | Halal Support Service | Determine type of customer complaints | 1 | 1.5 | 15 | 1.5 |
|---|---|---|---|---|---|---|
| | | Attend customer complaints | 1 | 2 | | |
| | | Update customer shipment status | 1 | 1.5 | | |
| | | Carry out *Sertu* application | 1 | 3 | | |
| | | Determine Halal Logistics incidence | 1 | 2 | | |
| **TOTAL HOURS** | | | **30** | **60** | **90** | **9.0** |