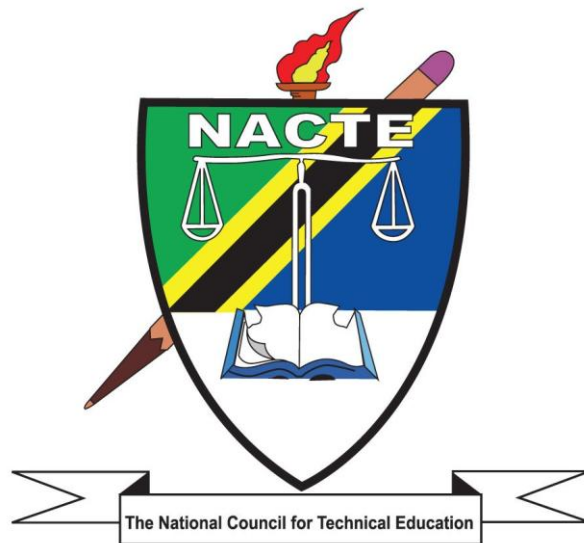


**NATIONAL COUNCIL FOR TECHNICAL EDUCATION**



**NOVEMBER 2022**

**PROPOSED OCCUPATIONAL STANDARDS  
FOR FREIGHT CLEARING AND FORWARDING TECHNICIAN**

**OCCUPATION: FREIGHT CLEARING AND FORWARDING**

**LEVEL: NTA 5**

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## **FOREWORD**

The National Council for Technical Education (NACTE) is a corporate body established by the National Council for Technical Education Act, Cap.129. The Act provides a legal framework for the Council to coordinate the provision of technical education and training in Tanzania. The mandate of NACTE is three-fold, namely; Regulatory, Quality Assurance and Policy Advisory.

In discharging its mandate, the Council has been charged with the responsibilities, among others, to:

- (a) assist technical institutions in the transmission of knowledge, principles and training in the field of technical education and training for the benefit of the people of Tanzania;
- (b) assist technical institutions in the overall development of the quality of education they provide and to promote and to maintain approved academic standards;
- (c) establish and make awards in technical education which are consistent in standard and comparable to related awards in Tanzania and internationally; and
- (d) ensure that the quality of education required for the awards is met and maintained throughout the duration of the delivery of the course.

In the course of execution of these responsibilities, the Council has been instituting various measures aiming at advancing the quality of training provided in technical institutions in respect of the changing demands of the labour market, both local and international.

To achieve the above obligation, NACTE, under the Ministry of Education, Science and Technology implemented the East Africa Skills for Transformation and Regional Integration Project (EASTRIP), a project aiming at promoting regional integration through supporting the regional corridors and sector markets, developing common standards and qualifications, and promoting mobility of students, faculty, and graduates. The project supports the Government of Tanzania to address shortage of skills in five sectors namely:

- (a) Energy;
- (b) Construction;
- (c) Information and Communication Technology (ICT);
- (d) Transportation; and
- (e) Agribusiness.

To address the skills miss-match and shortage in the five (5) sectors in the country, the project funded, among others, a component of Development of Occupational Standards for Technical and Vocational Education and Training (TVET). In this regard, NACTE endeavoured to identify qualified and highly experienced experts in the five sectors from both the industry and training institutions to carry out the development of Occupational Standards. The exercise was carried out at Morogoro Teachers College – Morogoro from 16<sup>th</sup> July to 10<sup>th</sup> August, 2021. The output of the exercise is Occupational Standards for 12 occupations. Occupational standards for Freight Clearing and Forwarding Technicians is among the occupational standards for 12 occupations which have been developed.

Since Occupational Standards are statements of work performance reflecting the ability to successfully complete the functions required in an occupation, as well as the application of knowledge, skills, attitudes and understanding in an occupation, it is the Council's expectations that the developed standards will form a robust base for decision making and provide explicit guidance to policy makers, curriculum developers, educators, employers and other stakeholders in matters related to manpower planning as well as execution of Technical and Vocational Education and Training undertakings.

Prof. J. W. Kondoro  
**Chairman**

Dar es Salaam  
**October 2022**

## ACKNOWLEDGEMENT

The National Council for Technical Education (NACTE) is charged with the mandate to be the Quality Assurance organ of the Government in matters related to Technical and Vocational Education and Training (TVET) and production of qualified manpower for both local and international labour markets. In order to realize this obligation, NACTE endeavours to institute policies, guidelines and standards and to set the quality benchmarks for training institutions.

However, this is only possible if there is a strong base, linking the training institutions on one hand and the demands of the industry/labour market for relevant manpower on the other hand. Therefore, the Council undertook a step to develop Occupational Standards in sectors considered to be the engine to steer the country's desire to achieve an industrial economy. This exercise would not be a success without the input and support from our stakeholders. I am indebted to acknowledge some of them here.

I wish to acknowledge and appreciate the support from the Ministry of Education, Science and Technology through the East Africa Skills for Transformation and Regional Integration Project (EASTRIP) for the financial support which facilitated the preparation of this document. I wish also to appreciate Mrs Leah Lukindo and Eng. Dr. Simon Baregu for the tireless efforts and commitment in facilitating and guiding the standards development process, Ms. Eileen Tzamburakis and Ms. Chausiku Yakweli Ibrahim for compiling and type setting the final document; and the NACTE Secretariat for coordinating the whole activity.

In a very special way I wish further to extend my sincere gratitude to this team of wonderful experts who tirelessly dedicated their time and availed their invaluable intellect in the preparation of this document. I would like to recognise the colossal inputs of the following experts:

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In addition, the Council hopes to further enhance the internationalization of Occupational Standard and promote the modernization and internationalization of industries in Tanzania, so as to facilitate Tanzania's integration into the international market and tap its development potential. Therefore, the Council invited the China - Africa Vocational Education Alliance, China - Africa (Chongqing) Vocational Education Alliance, and Chinese vocational colleges to participate in the development, revision, and review of the Occupational Standard documents. It is firmly believed that they will provide strong support for the development of vocational education and related industries in Tanzania based on their rich experience in vocational education, relying on China's advanced and complete industrial chain as well as its status in the international market.

Therefore, I would like to express my heartfelt appreciation to this professional team composed of Chinese colleges, institutions and experts for their hard work and dedication. They've made great contributions to the compilation of this document. I would like to thank the following colleges and experts for their support.

<b>S/N</b>	<b>Organization</b>	<b>Name</b>	<b>Professional Title/Field</b>
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3		Chen Chen	Associate Professor/Customs Clearance, International Freight Transportation
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Dr. A. B. Rutayuga  
Executive Secretary

Dar es Salaam  
October 2022

## **ABBREVIATIONS**

<b>CRO</b>	Customer Release Order
<b>EACCMA</b>	East African Community Customs Management Act
<b>FIFO</b>	First In First Out
<b>HS Code</b>	Harmonized System Code
<b>IMDG</b>	International Maritime Dangerous Goods
<b>INCOTERMS</b>	International Delivery Terms
<b>IOPs</b>	Internal Operating Standard Procedures
<b>LATRA</b>	Land Transport Regulatory Authority
<b>NACTE</b>	National Accreditation Council of Technical Education
<b>NOS</b>	National Occupational Standards
<b>OGD</b>	Other Governments Departments
<b>OHS</b>	Occupational Health and Safety
<b>OS</b>	Occupational Standards
<b>OSHA</b>	Occupational Safety and Health Authority
<b>SOP</b>	Standard Operating Procedures
<b>TANSAD</b>	Tanzania Single Administrative Document
<b>TeSWS &amp; TANCIS</b>	Online application Systems
<b>TET</b>	Technical Education and Training
<b>TVET</b>	Technical and Vocational Education and Training

## GLOSSARY OF TERMS

<b>CIRCUMSTANTIAL KNOWLEDGE</b>	Detailed knowledge, which allows the decision-making in regard to different circumstances and cross cutting issues
<b>Competence:</b>	The ability to use knowledge, understanding, practical and thinking skills to perform effectively to the workplace standards required in employment.
<b>Competency:</b>	A description of the ability one possesses when able to perform a given occupational task effectively and efficiently.
<b>Competency based education:</b>	An instructional program that derives its content from validated tasks and bases assessment on the learner's performance.
<b>Curriculum:</b>	A description or composite of statements about "what is to be learned" by the trainee/student in a particular instructional programme; a product that states the "intended learning outcomes".
<b>Educational/training programme:</b>	The complete curriculum and instruction (what and how) that is designed to prepare a person for employment in a job or other particular performance situation.
<b>Occupation:</b>	A specific position requiring the performance of specific tasks – essentially the same tasks are performed by all employees having the same title. (Example: baker)
<b>Occupational analysis:</b>	A process used to identify the tasks that are important to employees in any given occupation
<b>Occupational area:</b>	This is a broad grouping of related jobs. Example: food service
<b>Occupational Standards:</b>	Specific requirements of competences people are expected to demonstrate in a particular occupational area, including knowledge and relevant attitudes. They also act as performance tool of assessment of the pre – scribed outcomes.
<b>PERFORMANCE CRITERIA</b>	indicate the expected end results or outcome in form of evaluative statements.
<b>Skills:</b>	The ability to perform occupational tasks with a high degree of proficiency within a given occupation. Skill is conceived of as



a composite of three completely interdependent components: cognitive, affective, and psychomotor.

<b>Standards:</b>	It is a set of statement, which if proved true under working conditions, means that an individual is meeting an expected level and type of performance
<b>Task analysis:</b>	The process of analysing each task to determine the steps, related knowledge, attitudes, performance standards, tools and materials needed, and safety concerns required of employees performing it.
<b>Task:</b>	A work activity that has a definite beginning and ending, is observable or measurable, consists of two or more definite steps, and leads to a product, service, or decision.
<b>Underpinning Knowledge:</b>	This is crucial knowledge that an individual must acquire in order to demonstrate competences that are associated in performing a given task.
<b>Verification process:</b>	The process of having experts review and conform the importance of the task (competency) statements identified through occupational analysis. Other questions, such as the degree of task learning difficulty are also frequently asked. This process is also sometimes referred to as validation.
<b>Occupational Competence:</b>	The application of knowledge and skills to perform consistently to the standards required in the work context.

## **1.0. INTRODUCTION**

Technical Education and Training (TET) is one of the most important education sub-sectors in Tanzania, responsible for developing a skilled workforce to support the country's industrialization economic agenda. Tanzania's Development Vision 2025 intends to raise the country's economy to a middle-income status. This requires a skilled workforce that is aligned with the needs of the public and private sectors of the economy. The National Council for Technical Education has begun the job of drafting Occupational Standards that will eventually be adopted as National Occupational Standards for TET in order to ensure that it meets the needs of the labour market and the country's economic agenda.

National Occupational Standards (NOS) are performance criteria that are matched with labour market demands. Each National Occupation Standard describes functions, performance standards, and knowledge/understanding for one important function or task. They combine skills, knowledge, and attitudes to describe best practice. They are useful tools for establishing job roles, personnel recruiting, supervision, and appraisal, as well as TET standards. They're also helpful for benchmarking and harmonizing qualifications on a national and international level. Standards, in general, provide a solid framework for high-quality TET that is labour market-relevant, current and consistent in delivery across all public and private institutions.

However, it must be noted that, Occupational Standards and Training standards/qualifications standards are different. Occupational standards are defined in terms of activities performed by a person in a selected occupation (e.g., an electrical engineer designs electrical wiring circuits, performs trouble shooting in electrical wiring, etc.) and they are usually defined by employers following procedures agreed upon by all stakeholders. Education and training standards are developed from the activities defined in occupational standards, and they include learning objectives to ensure that the necessary skills and knowledge are developed by a person to enable him or her to function at an agreed level in an occupation. Education and Training standards are used to define curricula in training institutions. It is however critical that there must be a direct link between the occupational standards and the training standards to respond to demands of the labour market.

In TET delivery, Tanzania adopted the Competence-based Education and Training (CBET) approach. The CBET approach focuses on providing learners with the skills and knowledge

required to meet the occupational standards. Occupational standards are thus the starting point for developing Competence-based Education and Training (CBET) programs. TET institutions will be required to benchmark their curricula with relevant occupational standards.

Occupational Standards are developed based on a given occupation's current and future demands. As a result, they serve as a means of bridging the gap between the worlds of employment and technical education and training (TET).

The Freight Clearing and Forwarding Technician Occupation has its own set of occupational standards. The document explains how the occupational standards were developed, as well as the scope, the occupational profile in the form of DACUM charts, and the Occupational Standards.

## **2.0. OCCUPATIONAL STANDARD DEVELOPMENT PROCESS**

The Occupational standards development process began with an examination of major documents that guide Tanzanian skill development. The 10-year National Skills Development Strategy (2016-2026) was one of the documents reviewed, and it outlined six (6) economic sectors that should be prioritized when developing skills development programmes. These sectors include: Transport and logistics, Tourism and Hospitality, Agribusiness, Construction, Energy and ICT. NACTE labour market reports were also used in the literature review to determine the skills demand in the Tanzanian labour market as a whole.

After the literature review, a workshop comprised of expert workers and educators with substantial knowledge and experience in the occupation conducted an occupational analysis utilizing the DACUM approach to produce the occupational profile. The analysis resulted in DACUM Charts, which are attached as **Appendix 1** to this document.

The occupational standards were then developed. Experts in Occupational Analysis and the Development of Occupational Standards facilitated the workshop. Interviews, online surveys, and a stakeholder forum were used to validate the occupational standards. Engineers, supervisory technicians on the job, and experienced Clearing and Forwarding technicians were key informants in the survey to discover occupational trends. This information was used to gain insight from the workplaces regarding trends and changes in the profession, including

how well graduates are prepared for working in the occupation. A total of ..... online surveys were completed by experts from the labour market across the country. Apart from the survey aiding in defining the scope for the occupational analysis, they served to engage a wide cross-section of experts in the occupation. The stakeholders' forum was attended by 100 participants from different parts of the country representing various companies.

### **3.0. THE SCOPE AND OVERVIEW OF THE OCCUPATION STANDARDS FOR FREIGHT CLEARING AND FORWARDING TECHNICIANS**

These standards cover a broad range of duties and tasks that can be performed by a Freight Clearing and Forwarding Technician. However, the occupational standards are not meant to replace individual job descriptions, they are to be used for guidance in defining skill levels and knowledge for the technician in specific settings or positions. The Freight Clearing and Forwarding Technician may perform tasks in a number of key areas of the occupational standards, but not necessarily in all areas. For example, in large operations other individuals may be employed or designated to perform specific tasks.

Clearing and forwarding organisation provides a service, on behalf of an importer or exporter, with the physical movement (logistics) and legalities (customs) in importing or exporting goods from one country to another. This service involves two service providers, namely the clearing agent and the freight forwarder.

A clearing agent is a licensed person who submits declarations to Customs on behalf of the importers and exporters. They are liable for the fulfilment of all obligations imposed on their clients. The clearing agent has the following responsibilities:

- a) Facilitating the Customs and Excise process to declare goods entering and leaving the country;
- b) Paying duty on behalf of the importer;
- c) Correct declaration of the goods, i.e. using the correct harmonized tariff codes to describe goods;
- d) Use of the correct customs forms and documentation;
- e) Determining customs values by using the correct formulas and calculations.

A freight forwarder provides freight forwarding services which means services of any kind relating to the carriage, consolidation, storage, handling, packing or distribution of goods as

well as ancillary and advisory services in connection therewith; including but not limited to customs and fiscal matters, declaring the goods for official purposes, procuring insurance for the goods and collecting or procuring payment or documents relating to the goods. This Occupational Standard highlight core knowledge, skills, competences and personal attributes that a Freight Clearing and Forwarding Technician must possess to successfully complete the duties assigned to him/her, which include:

- a) Performing clearing of importer's goods;
- b) Performing forwarding of exporters' goods;
- c) Performing clearance of Transit/Transshipment goods from Customs;
- d) Performing clearance of goods for other import /export procedures;
- e) Providing client with information on transport and handling cost from point of delivery to the point destination (vice versa) ;
- f) Applying for permits for import and export goods/consignment from relevant regulators;
- g) Providing consultation to importer(s) and exporter(s) about International trade and laws;
- h) Establishing Health and Safety system at workplace;
- i) Maintaining Organization assets;
- j) Managing freight clearing and forwarding activities;
- k) Improving customer satisfaction;
- l) Improving compliance with and outside the company;
- m) Improving quality of rendered services;
- n) Performing Clearance of Dangerous Cargo for import and export.

The Occupational standards have been clustered into NTA qualification levels i.e. NTA level 4, 5 and 6.

#### **4.0. VALIDITY PERIOD**

The occupational standards will be valid for 3-5 years due to the fast-changing nature of technology. The review will proceed in the same manner as the previous one, with new occupational standards being developed based on current labour market Information.

## **5.0. OCCUPATIONAL STANDARDS**

### **5.1 OCCUPATIONAL STANDARDS FOR CLEARING AND FORWARD TECHNICIAN FOR NTA 5**

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PROVIDE CLIENT WITH INFORMATION ON TRANSPORT AND HANDLING COST FROM POINT OF DELIVERY TO THE POINT DESTINATION (VICE VERSA)	DUTY NO.	501
TASK TITLE	DETERMINE CARGO TRANSPORTATION CHARGES	TASK NO.	5011
PERFORMANCE CRITERIA	The person performing this work must be able to analyse transportation charges.		
RANGE STATEMENT	The task will be carried out in the office. The work is overseen by the head of the Unit. The following equipment and tools will be required in performing the task: computer, printer, photocopy machine & scanner, stationery (stapler, files, punch machine, paper shredder, file cabinet), official stump and distance chart.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Receive shipping documents; 2. Establish cargo volume and weight; 3. Measure actual distance to be covered; 4. Determine transportation costs/charges; 5. Select appropriate charging mechanism; 6. Prepare proforma invoice(s) ; 7. Hand over proforma invoice(s) to clients; 8. Follow up payment(s).		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Receive shipping documents; 1.2. Establish cargo volume and weight; 1.3. Measure actual distance to be covered; 1.4. Determine transport costs; 1.5. Select appropriate charging mechanism; 1.6. Prepare proforma invoice(s) ; 1.7. Hand over proforma invoice(s) to clients; 1.8. Follow up payment(s).  <b>2.0. Principles</b> The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO).  <b>3.0. Theories</b> The person must be able to explain: 3.1. Freight clearing and forwarding; 3.2. Internal/Standard Operating Procedures; 3.3. Finance and Accounting; 3.4. Basic Laws in International trade and Road regulation; 3.5. Transport and Logistics aspects; 3.6. Basic Information and Communication Technology; 3.7. Internal Operating Standard Procedures (IOP) ;	

	<p>3.8. International Delivery terms (Incoterms) ;  3.9. Vehicle tracking system;  3.10. LATRA distance chart.</p> <p><b>4.0. Essential skills:</b>  4.1. Communication skills;  4.2. Report writing skills;  4.3. Teamwork skills;  4.4. Customer care;  4.5. Driving skills;  4.6. Entrepreneurship and business development;  4.7. skills;  4.8. Integrity;  4.9. Innovation;  4.10. Transparency;  4.11. Fuel and maintenance management;  4.12. General Computer application;  4.13. Quality management system;  4.14. Document management;</p> <p><b>5.0. Occupational qualities:</b>  5.1. Integrity;  5.2. Innovation;  5.3. Environmental protection;  5.4. Accuracy and efficiency.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Cargo transportation charge(s) obtained in compliance with internal operating procedures.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Freight clearing and forwarding;</li> <li>2. Fundamentals of Occupational Health and Safety;</li> <li>3. Cargo security regulations and rules in Tanzania;</li> <li>4. Legal and documentary aspects of the cargo insurance contract;</li> <li>5. Transport modes rules and regulation.</li> </ol>



OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PROVIDE THE CLIENT WITH INFORMATION ON TRANSPORT AND HANDLING COST FROM POINT OF DELIVERY TO THE POINT OF DESTINATION (VICE VERSA)	DUTY NO.	501
TASK TITLE	ORGANIZE CARGO HANDLING EQUIPMENT	TASK NO.	5012
PERFORMANCE CRITERIA	The person performing this work must be able to organize cargo handling equipment and ensure that the handling equipment is serviceable and reliable with minimal cost.		
RANGE STATEMENT	The task will be carried out in the office and the field areas. The following equipment and tools will be needed in performing the task, computer with internet access, a printer, a photocopy machine & scanner, a mobile phone, stationary (stapler, files, punch machine, file cabinet), and furniture, any of the following transport services (vehicles, tricycle and motorcycle) and safety gears.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Determine appropriate handling equipment’s to be used against consignment; 2. Choose appropriate method for procuring required handling equipment(s) ; 3. Identify the place where cargo will be offloaded/loaded; 4. Prepare final report.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Determine appropriate handling equipment’s to be used against consignment; 1.2. Choose appropriate method for procuring required handling equipment; 1.3. Determine the place where cargo will be offloaded/loaded; 1.4. Prepare final report in relation to cargo handling equipment(s).  <b>2.0. Principles</b> The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO).  <b>3.0. Theories</b> The person must be able to explain: 3.1. Freight clearing and forwarding; 3.2. Law of carried of goods; 3.3. Transport and Logistics aspects; 3.4. Contract Management; 3.5. Basic Information and Communication Technology; 3.6. Handling equipment sourcing management; 3.7. Internal standard operating procedure;	

	<p>3.8. Third-party contract management; 3.9. Risk assessment and mitigation.</p> <p><b>4.0. Essential skills</b> 4.1. Communication skills; 4.2. Report writing skills; 4.3. Teamwork skills; 4.4. Customer care; 4.5. Driving Skills; 4.6. Entrepreneurship and business development; 4.7. Integrity; 4.8. Innovation; 4.9. Transparency; 4.10. General Computer application; 4.11. Quality management system; 4.12. Accountability.</p> <p><b>5.0. Occupational qualities</b> 5.1. Integrity; 5.2. Innovation; 5.3. Environmental protection; 5.4. Compliance with laws.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Cargo handling equipment organized as per standard regulations.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Law of carriage;</li> <li>2. International trade and customs procedures;</li> <li>3. Fundamentals of Occupational Health and Safety;</li> <li>4. Cargo security Regulations and rules in Tanzania;</li> <li>5. Legal and documentary aspects of the cargo insurance contract;</li> <li>6. The East African Community Vehicle Load Control Regulations, 2018;</li> <li>7. Handling of dangerous goods, Toxic, Chemicals, and Radioactive materials.</li> </ol>

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PROVIDE THE CLIENT WITH INFORMATION TRANSPORT AND HANDLING COSTS FROM THE POINT OF DELIVERY TO THE POINT OF DESTINATION (VICE VERSA)	DUTY NO.	501
TASK TITLE	ACQUIRE NECESSARY PERMITS FOR CARGO TRANSPORTATION	TASK NO.	5013
PERFORMANCE CRITERIA	The person performing this work must be able to acquire necessary permits for cargo transportation in compliance with regulator(s) guideline.		
RANGE STATEMENT	The task will be carried out in the office. The following equipment and tools will be needed in performing the task, computer with internet access, a printer, a photocopy machine & scanner, a mobile phone, stationary (stapler, files, punch machine, file cabinet), and furniture, any of the following transport services (vehicles, tricycle and motorcycle).		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Identify laws applicable to different types of cargo; 2. Identify regulators involved 3. Establish all requirements needed by regulators; 4. Obtain permit invoice from Regulator(s) application system; 5. Obtain fee invoices from Regulators; 6. Arrange payment for all fees required; 7. Obtain all the permit(s) required to accompany the goods.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Identify laws applicable to different types of cargo; 1.2. Identify regulators involved; 1.3. Establish all requirements needed by regulators; 1.4. Handling of dangerous goods, Toxic, Chemicals, and Radioactive materials; 1.5. Obtain fee invoices from regulators; 1.6. Arrange payment for all fees required; 1.7. Obtain all the permits required to accompany the goods. <b>2.0. Principles</b> The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO). <b>3.0. Theories</b> The person must be able to explain: 3.1. Freight clearing and forwarding; 3.2. Procedures for requesting Import and export Permit from Regulator(s) ; 3.3. Basic Laws in International trade and customs procedures; 3.4. Basic Elements of Transport and Logistics;	

	<p>3.5. Contract Management;</p> <p>3.6. Basic Information and Communication Technology;</p> <p>3.7. Online application systems (Regulators system) ;</p> <p>3.8. International trade;</p> <p>3.9. Route Optimization;</p> <p>3.10. Third-Party Management.</p> <p><b>4.0. Essential skills</b></p> <p>4.1. Communication skills;</p> <p>4.2. Report writing skills;</p> <p>4.3. Teamwork skills;</p> <p>4.4. Customer care;</p> <p>4.5. Driving skills;</p> <p>4.6. Entrepreneurship and business development;</p> <p>4.7. Integrity;</p> <p>4.8. Innovation;</p> <p>4.9. Transparency;</p> <p>4.10. General computer application;</p> <p>4.11. Quality management system;</p> <p>4.12. Accountability.</p> <p><b>5.0. Occupational qualities</b></p> <p>5.1. Integrity;</p> <p>5.2. Carefulness;</p> <p>5.3. Compliance with laws;</p> <p>5.4. Environmental protection.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Permit(s) for cargo transport is obtained from respective regulator(s).
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p>1. Fundamentals of Occupational Health and Safety;</p> <p>2. Cargo security Regulations and rules in Tanzania;</p> <p>3. Legal and documentary aspects of the cargo insurance contract;</p> <p>4. The East African Community Vehicle Load Control Regulations, 2018;</p> <p>5. Environmental Protection.</p>

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PROVIDE THE CLIENT WITH INFORMATION ON TRANSPORT AND HANDLING COSTS FROM THE POINT OF DELIVERY TO THE POINT OF DESTINATION (VICE VERSA)	DUTY NO.	501
TASK TITLE	ARRANGE OFFLOADING OF GOODS AT THE POINT OF DESTINATION OR POINT OF DELIVERY	TASK NO.	5014
PERFORMANCE CRITERIA	The person performing this work must be able to make arrangement for offloading of goods at the point of exit or entry in compliance with standard operating procedures and safety operating manual.		
RANGE STATEMENT	The task will be carried out in the terminal operator’s areas and client premises with internet access. The nature of the work requires maximum supervision. The following equipment and tools will be needed in performing the task: computer, furniture, printer, photocopy machine & scanner, stationary (stapler, files, punch machine, file cabinet(s)), any of the following transport services (vehicles, tricycle and motorcycle) and safety gears.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Prepare shipment documents for loading /unloading; 2. Identify exact location of goods; 3. Initiate availability of handling equipment to be used; 4. Allocate truck(s) for loading; 5. Prepare status report in relation to loading and unloading.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Prepare shipment documents for loading /unloading; 1.2. Identify exact location of goods; 1.3. Initiate availability of handling equipment to be used; 1.4. Allocate truck(s) for loading; 1.5. Prepare status report in relation to loading and unloading; 1.6. Handling Dangerous goods, perishable, live animals, Radioactive and Toxic.  <b>2.0. Principles</b> The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO).  <b>3.0. Theories</b> The person must be able to explain: 3.1. Safety procedures; 3.2. Internal/Standard Operating Procedures;	

	<p>3.3. Transport and Logistics aspects;  3.4. Freight clearing and forwarding;  3.5. Basic Laws in International trade and customs procedures;  3.6. International trade;  3.7. Risk assessment and evaluation;  3.8. Handling equipment management;  3.9. Basic Information and Communication Technology.</p> <p><b>4.0. Essential skills</b>  4.1. Communication skills;  4.2. Report writing skills;  4.3. Teamwork skills;  4.4. Customer care;  4.5. Driving skills;  4.6. Entrepreneurship and business development;  4.7. Integrity;  4.8. Innovation;  4.9. Transparency;  4.10. Accountability;  4.11. Time management.</p> <p><b>5.0. Occupational qualities</b>  5.1. Integrity;  5.2. Carefulness;  5.3. Safety awareness;  5.4. Environmental protection.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Offloading of goods completed in a good manner.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Contract Management;</li> <li>2. General Computer application;</li> <li>3. Quality management system;</li> <li>4. Fundamentals of Occupational Health and Safety;</li> <li>5. Environmental Protection;</li> <li>6. Port Rules, Regulation, and Procedures.</li> </ol>

<b>OCCUPATION</b>	<b>FREIGHT CLEARING AND FORWARDING TECHNICIAN</b>	<b>OCCUPATION CODE</b>	
<b>DUTY TITLE</b>	PROVIDE THE CLIENT WITH INFORMATION TRANSPORT AND HANDLING COST FROM THE POINT OF DELIVERY TO THE POINT OF DESTINATION AND VICE VERSA	<b>DUTY NO.</b>	501
<b>TASK TITLE</b>	HAND-OVER GOODS AND TRANSPORT DOCUMENTS TO THE CARGO OWNER	<b>TASK NO.</b>	5015
<b>Performance criteria</b>	The person performing this work must be able to handover goods and transport documents to cargo owner in appropriate manner in compliance with Internal Operating procedures.		
<b>Range statements</b>	The task will be carried out at the terminal operators or client premises. The following equipment and tools will be needed in performing the task, Delivery Notebook, tally sheet, mobile phone, handbag, official stump, transport services (vehicles, tricycle and motorcycle) and safety gear.		
<b>EVIDENCE REQUIREMENTS</b>			
<b>PRACTICAL PERFORMANCE</b>		<b>UNDERPINNING KNOWLEDGE</b>	
The person performing this task must be able do the following: 1. Communicate with client(s) about delivery of the cargo; 2. Prepare documents for cargo handover; (i.e. Delivery Note and other related documents) 3. Prepare truck(s) for loading shipments; 4. Offload the cargo at client premises /any place selected by client(s) ; 5. Conduct cargo tallying for verification of ordered quantity against delivered quality; 6. Hand-over goods and documents after tallying; 7. Sign goods received note/deliver note after handing over process completed.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Communicate with client(s) about delivery of the cargo; 1.2. Prepare documents for cargo hand over (i.e. 1.3. Delivery Note and other related documents) ; 1.4. Prepare truck(s) for loading cargo; 1.5. Offload the cargo at client premises /any place selected by client(s) ; 1.6. Conduct cargo tallying for verification of ordered quantity against delivered quality; 1.7. Hand-over goods and documents after being tallying.  <b>2.0. Principles</b> The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO).  <b>3.0. Theories</b> The person must be able to explain: 3.1. Basic in freight clearing and forwarding; 3.2. Internal / Standard Operating Procedures; 3.3. Basic Laws in International trade and customs	

	<p>procedures;</p> <p>3.4. Basic Elements of Transport and Logistics;</p> <p>3.5. Entrepreneurship and business development;</p> <p>3.6. Basic Information and Communication Technology.</p> <p><b>4.0. Essential skills</b></p> <p>4.1. Communication skills;</p> <p>4.2. Report writing skills;</p> <p>4.3. Teamwork skills;</p> <p>4.4. Customer care;</p> <p>4.5. Driving skills;</p> <p>4.6. Entrepreneurship;</p> <p>4.7. Integrity;</p> <p>4.8. Innovation;</p> <p>4.9. Transparency;</p> <p>4.10. General Computer application;</p> <p>4.11. Quality management system.</p> <p><b>5.0. Occupational qualities</b></p> <p>5.1. Integrity;</p> <p>5.2. Carefulness;</p> <p>5.3. Compliance with laws;</p> <p>5.4. Environmental protection.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Goods and transport documents are handed over to client in a good manner.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Standard Operating Procedures (Handing over procedures) ;</li> <li>2. Fundamentals of Occupational Health and Safety;</li> <li>3. Cargo security Regulations and rules in Tanzania;</li> <li>4. Legal and documentary aspects of the cargo insurance contract;</li> <li>5. Environment protection.</li> </ol>



OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	APPLY FOR PERMITS FOR IMPORT AND EXPORT GOODS/CONSIGNMENT FROM RELEVANT REGULATORS	DUTY NO.	502
TASK TITLE	PERFORM PRELIMINARY PREPARATION OF SHIPPING DOCUMENTS AND CUSTOMS ASSESSMENT DOCUMENTS FROM OTHER SECTION(S) FOR PERMIT APPLICATION	TASK NO.	5021
PERFORMANCE CRITERIA	The person performing this work must be able to receive and verify shipping documents in accordance with the EACCMA 2004.		
RANGE STATEMENT	The task will be carried out in the office. The work is overseen by a receiving supervisor. The following equipment and tools will be required in performing the task: computer, printer, photocopy machine & scanner, stationary (stapler, files, punch machine, paper shredder, file cabinet), customs clearance order of imported and exported goods, and Customs Tariff Book.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Hand over the file to Classification and declaration Subsection for next procedures; 2. Archive file(s) after goods cleared.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to complete: 1.1. Formulate the power of attorney of customs clearance; 1.2. Receive and review the documents from Clients; 1.3. Check the completeness of the shipping documents; 1.4. Identify the required documents for declaration; 1.5. Open the consignment file(s).  <b>2.0. Principles</b> The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO).  <b>3.0. Theories</b> The person must be able to explain: 3.1. Basic Laws in International trade and customs procedures; 3.2. Basic Elements of Transport and Logistics; 3.3. Entrepreneurship and business development; 3.4. Basic Information and Communication Technology 3.5. Internal/Standard Operating Procedures; 3.6. Basic procedures in freight clearing and	

	<p>forwarding.</p> <p><b>4.0. Essential skills</b></p> <p>4.1. Communication and coordination;</p> <p>4.2. Written expression ability;</p> <p>4.3. Teamwork and exploration skills;</p> <p>4.4. Driving skills;</p> <p>4.5. Management ability; (quality monitoring, archive management, etc.)</p> <p>4.6. General computer application (ability to process texts, tables and images) ;</p> <p>4.7. Customs affairs data analysis and processing;</p> <p>4.8. Review of the customs clearance documents of imported and exported goods;</p> <p>4.9. Transparency;</p> <p>4.10. Quality management system.</p> <p><b>5.0. Occupational qualities</b></p> <p>5.1. Awareness of service;</p> <p>5.2. Awareness of compliance with laws;</p> <p>5.3. Awareness of adapting;</p> <p>5.4. Awareness of confidence and innovation;</p> <p>5.5. Awareness of responsibility;</p> <p>5.6. Awareness of environmental protection.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Shipping documents are obtained and filed as per operational procedures.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<ol style="list-style-type: none"> <li>1. Customs laws (Formalities &amp; procedures) and the control of foreign trade;</li> <li>2. Fundamentals of Occupational Health and Safety;</li> <li>3. Cargo security Regulations and rules in Tanzania;</li> <li>4. Legal and documentary aspects of the cargo insurance contract;</li> <li>5. East Africa Community Customs Management Act 2004;</li> <li>6. Python;</li> <li>7. Customs affairs etiquette;</li> <li>8. Management science.</li> </ol>

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	APPLY FOR PERMITS FOR IMPORT AND EXPORT GOODS/CONSIGNMENT FROM RELEVANT REGULATORS.	DUTY NO.	502
TASK TITLE	CLASSIFY THE NATURE OF GOODS AND IDENTIFY RESPECTIVE REGULATOR(S) INVOLVED	TASK NO.	5022
PERFORMANCE CRITERIA	The person performing this work must be able to classify the nature of goods in compliance with rules, regulations and procedures from Regulator(s) /Authorities.		
RANGE STATEMENT	The task will be carried out in the office. The following equipment and tools will be needed in performing the task, computer, printer, photocopy machine & scanner, stationery (stapler, files, punch machine, paper shredder, file cabinet), customs clearance documents of imported and exported goods, and Customs Tariff Book.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: <div>1. Obtains shipping documents from receiving section;</div> <div>2. Determine the nature of the product(s);</div> <div>3. Identify the list of regulators(s) involved of the goods;</div> <div>4. Classify the products according to their nature;</div> <div>5. Keep the document records of the products for follow up.</div>		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: <div>1.1. Identify the type of the product(s);</div> <div>1.2. Identify the list of regulators(s) involved;</div> <div>1.3. Identify required documents for permit application;</div> <div>1.4. Classify products according to goods’ nature;</div> <div>1.5. Access OGDs system.</div> <b>2.0. Principles</b> The person must be able to explain the principles of: <div>2.1. Serving customers – First In, First-Out (FIFO);</div> <div>2.2. Obtaining import and export permit procedures.</div> <b>3.0. Theories</b> The person must be able to explain: <div>3.1. Basic in freight clearing and forwarding;</div> <div>3.2. Nature of goods and their classification;</div> <div>3.3. Maritime Law and the control of foreign trade;</div> <div>3.4. Basic Elements of Transport and Logistics;</div> <div>3.5. Entrepreneurship and business development;</div> <div>3.6. Basic Information and Communication Technology;</div> <div>3.7. International trade;</div> <div>3.8. Internal standard operating procedure.</div> <b>4.0. Essential skills</b>	

	<p>4.1. Communication and coordination;</p> <p>4.2. Text expression ability;</p> <p>4.3. Teamwork and exploration skills;</p> <p>4.4. General computer application (ability to process texts, tables and images) ;</p> <p>4.5. Management ability (quality monitoring, archive management, etc.) ;</p> <p>4.6. Customs affairs data analysis and processing;</p> <p>4.7. Review customs clearance documents of imported and exported goods.</p> <p><b>5.0. Occupational qualities</b></p> <p>5.1. Awareness of service;</p> <p>5.2. Awareness of compliance with laws;</p> <p>5.3. Awareness of adapting;</p> <p>5.4. Awareness of confidence and innovation;</p> <p>5.5. Awareness of responsibility;</p> <p>5.6. Awareness of environmental protection.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Import /Export(s) goods/products are classified according their nature as per regulators 'guidelines.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Online application systems of regulators;</li> <li>2. Customs laws (Formalities &amp; procedures) and the control of foreign trade;</li> <li>3. Fundamentals of Occupational Health and Safety;</li> <li>4. Cargo security Regulations and rules in Tanzania;</li> <li>5. Legal and documentary aspects of the cargo insurance contract;</li> <li>6. Python;</li> <li>7. Management science.</li> </ol>

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	APPLY FOR PERMITS FOR IMPORT AND EXPORT GOODS/CONSIGNMENT FROM RELEVANT REGULATORS	DUTY NO.	502
TASK TITLE	PROCESS PERMIT(S) FROM REGULATOR(S)	TASK NO.	5023
PERFORMANCE CRITERIA	The person performing this task must be able to process permit for import/export (s) from relevant regulators in adherence with rules, procedures, and regulations from respective regulators/Authorities.		
RANGE STATEMENT	The task will be carried out in the office. The following equipment and tools will be needed in performing the task: computer, printer, photocopy machine & scanner, stationery (stapler, files, punch machine, paper shredder, file cabinet), customs clearance documents of imported and exported goods and furniture.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Obtains shipping documents from receiving section; 2. Identify the Regulator(s) /Authorities involved as per the document received; 3. Lodge documents into OGDs system online system /physical application; 4. Respond queries arising from OGDs to respective consignments; 5. Follow up the progress status for all permit(s) applied; 6. Collect permits; 7. Submit the permits to the operation sections.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Lodge shipment documents into OGDs system; 1.2. Respond to queries; 1.3. Identify the required documents for permit application; 1.4. Collect permits from OGDs.  <b>2.0. Principles</b> The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO); 2.2. Obtaining Import and export permit procedures, rules, and regulation.  <b>3.0. Theories</b> The person must be able to explain: 3.1. Basic in freight clearing and forwarding; 3.2. Internal / Standard Operating Procedures; 3.3. Required permits in importation or exportation of goods; 3.4. Basic Laws in International trade and customs procedures; 3.5. Basic Elements of Transport and Logistics; 3.6. Online application systems (OGDs) International trade;	

	<p>3.7. Basic Information and Communication Technology.</p> <p><b>4.0. Essential skills</b></p> <p>4.1. Communication and coordination;</p> <p>4.2. Text expression ability;</p> <p>4.3. Teamwork and exploration skills;</p> <p>4.4. General computer application (ability to process texts, tables and images) ;</p> <p>4.5. Management ability (quality monitoring, archive management, etc.) ;</p> <p>4.6. Customs affairs data analysis and processing;</p> <p>4.7. Review customs clearance documents of imported and exported goods.</p> <p><b>5.0. Occupational qualities</b></p> <p>5.1. Awareness of service;</p> <p>5.2. Awareness of compliance with laws;</p> <p>5.3. Awareness of adapting;</p> <p>5.4. Awareness of confidence and innovation;</p> <p>5.5. Awareness of responsibility;</p> <p>5.6. Awareness of environmental protection.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Import/export permits obtained from respective authorities as per operational procedures.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Customs laws (Formalities &amp; procedures) and the control of foreign trade;</li> <li>2. Fundamentals of Occupational Health and Safety;</li> <li>3. Cargo security Regulations and rules in Tanzania;</li> <li>4. Legal and documentary aspects of the cargo insurance contract;</li> <li>5. Environmental Protection;</li> <li>6. Python;</li> <li>7. Management science.</li> </ol>

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	APPLY FOR PERMITS FOR IMPORT AND EXPORT GOODS/CONSIGNMENT FROM RELEVANT REGULATORS	DUTY NO.	502
TASK TITLE	PROCESS PAYMENT FOR THE PERMIT(S)	TASK NO.	5024
PERFORMANCE CRITERIA	The person performing this work must be able to settle the required payments for various services rendered from OGDs		
RANGE STATEMENT	The task will be carried out in the office with internet access. Nature of the work require minimal supervision following equipment and tools will be needed in performing the task, computer, printer, photocopy machine & scanner, stationary (stapler, files, punch machine, paper shredder, file cabinet), Customs Tariff Book, any of the following transport services (vehicles, Tricycle and Motorcycle), money safe and furniture.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Obtain all related invoice(s) from relevant Authorities; 2. Countercheck the correctness of the received invoice (s) ; 3. Effect payments and get confirmation for payment(s) ; 4. Collect payment receipt(s) ; 5. Keep all proof of payment(s) in a respective file(s) ; 6. Store the file in an appropriate office.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Request invoice(s) from OGDs system; 1.2. Get access to OGDs system; 1.3. Respond to queries receipt; 1.4. Keep the proof of payment(s). <b>2.0. Principles</b> The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO); 2.2. Obtaining Import and export permit procedures and rules; 2.3. Finance Bill; 2.4. Internal/Standard Operating Procedures (IOPs/SOPs). <b>3.0. Theories</b> The person must be able to explain: 3.1. Type of payments required for import and export of goods; 3.2. Basic in freight clearing and forwarding; 3.3. Basic Laws in International trade and customs procedures; 3.4. Basic Elements of Transport and Logistics; 3.5. Entrepreneurship and business developmen;t 3.6. Basic Information and Communication Technology; 3.7. Internal /Standard Operating Procedures	

	<p>(IOPs/SOPs) ;</p> <p>3.8. International Delivery terms (Incoterms) ;</p> <p>3.9. Online application systems (TeSWS &amp; TANCIS);</p> <p>3.10. International trade;</p> <p>3.11. Port Pricing and Tariffs;</p> <p>3.12. Foreign exchange management;</p> <p>3.13. International finance.</p> <p><b>4.0. Essential skills</b></p> <p>4.1. Communication skills;</p> <p>4.2. Text expression ability;</p> <p>4.3. Teamwork and exploration skills;</p> <p>4.4. International settlement;</p> <p>4.5. Driving skills;</p> <p>4.6. Management ability (quality monitoring, archive management, etc.);</p> <p>4.7. General computer application (ability to process texts, tables and images) ;</p> <p>4.8. Basic in finance and accounting.</p> <p><b>5.0. Occupational qualities</b></p> <p>5.1. Awareness of service;</p> <p>5.2. Awareness of compliance with laws;</p> <p>5.3. Awareness of adapting;</p> <p>5.4. Awareness of confidence and innovation;</p> <p>5.5. Awareness of responsibility;</p> <p>5.6. Awareness of environmental protection.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Payment(s) for permit(s) is/are settled for various Authorities/Regulators.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Customs laws (Formalities &amp; procedures) and the control of foreign trade;</li> <li>2. Fundamentals of Occupational Health and Safety;</li> <li>3. Cargo security Regulations and rules in Tanzania;</li> <li>4. Legal and documentary aspects of the cargo insurance contract;</li> <li>5. Knowledge of tariff, commodity code, place of origin and international settlement;</li> <li>6. Management science.</li> </ol>



OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	APPLY FOR PERMITS FOR IMPORT AND EXPORT GOODS/CONSIGNMENT FROM RELEVANT REGULATORS	DUTY NO.	502
TASK TITLE	PROCESS REGULATORS' APPROVAL FOR CARGO DELIVERY AT THE TERMINAL(S)	TASK NO.	5025
PERFORMANCE CRITERIA	The person performing this work must be able to process and obtain regulators' approval for delivery of goods.		
RANGE STATEMENT	The task will be carried out at the customs control area. The following equipment and tools will be needed in performing the task: - computer with internet access, stationery (stapler, file(s)), uniform, punch machine, safety gears, dispatch registry, file cabinet, handbag, mobile phone.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Attach permits to the Customs OAS; 2. Dispatch permit(s) to the cargo inspector; 3. Organize physical verification of goods with cargo inspector; 4. Follow up permits' approval and cargo delivery from cargo inspectors from various Authorities.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Attach permits to the Customs OAS; 1.2. Dispatch permit(s) to the cargo inspector; 1.3. Organize physical verification of goods with cargo inspector.  <b>2.0. Principles</b> The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO); 2.2. Obtaining Import and export permit procedures, rules and regulations.  <b>3.0. Theories</b> The person must be able to explain: 3.1. The process involved in obtaining import/export permits; 3.2. Types of permits; 3.3. Basic in freight clearing and forwarding; 3.4. Basic Laws in International trade and customs procedures; 3.5. Basic Elements of Transport and Logistics; 3.6. Basic Information and Communication Technology; 3.7. Internal/Standard Operating Procedures (IOPs/SOPs); 3.8. Online application systems (TeSWS & TANCIS); 3.9. International trade.	

	<p><b>4.0. Essential skills</b></p> <p>4.1. Communication and public relations coordination skills;</p> <p>4.2. Text expression ability;</p> <p>4.3. Teamwork and exploration skills;</p> <p>4.4. Customer care;</p> <p>4.5. Driving skills;</p> <p>4.6. Management ability (quality monitoring, archive management, etc.) ;</p> <p>4.7. General computer application (ability to process texts, tables and images).</p> <p><b>5.0. Occupational qualities</b></p> <p>5.1. Awareness of service;</p> <p>5.2. Awareness of compliance with laws;</p> <p>5.3. Awareness of adapting;</p> <p>5.4. Awareness of confidence and innovation;</p> <p>5.5. Awareness of responsibility;</p> <p>5.6. Awareness of environmental protection;</p> <p>5.7. Execution.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Regulators' approval for cargo delivery at the terminal(s) is obtained.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Customs laws (Formalities &amp; procedures) and the control of foreign trade;</li> <li>2. Fundamentals of Occupational Health and Safety;</li> <li>3. Cargo security Regulations and rules in Tanzania;</li> <li>4. Legal and documentary aspects of the cargo insurance contract;</li> <li>5. Environment protection;</li> <li>6. Customs affairs etiquette;</li> <li>7. Management science.</li> </ol>

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PROVIDE CONSULTATION TO IMPORTER(S) AND EXPORTER(S) ABOUT INTERNATIONAL TRADE AND LAWS.	DUTY NO.	503
TASK TITLE	EDUCATE IMPORTER (S) OR EXPORTER(S) ABOUT VARIOUS COST INVOLVED DURING FREIGHT CLEARING AND FORWARDING	TASK NO.	5031
PERFORMANCE CRITERIA	The person performing this task must be able to provide information to importer/exporter(s) about different tariffs, tariff rates, freight, and premium rate imposed during customs clearance of goods as per regulations governing importation and exportation of goods.		
RANGE STATEMENT	The task will be carried out in the office or in any place where meeting room facility is available. The following equipment(s) and tool(s) will be needed in executing the task; computer, projector and stationery items.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Plan out the event details; 2. Identify various cost related to clearance of cargo; 3. Prepare invitation letters; 4. Organise venue for meeting and other logistics issues; 5. Educate on the formulae for determining detention/demurrage, handling and storage charges issued by service provider; 6. Educate customers on various tariff rate imposed by different service provider(s) ; 7. Educate customers on the importance of different types of insurance.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Establish formulas for check-up accuracy of various charges imposed by service provider(s) (e.g. tariffs, detention/demurrage, handling, storage charges, premium, etc.); 1.2. Create awareness on various tariff rate imposed by different service provider(s); 1.3. Identify different types of insurance. <b>2.0. Principles</b> The person must be able to explain the principles of: 2.1. Tariff book of port dues and charges; 2.2. Finance Bill for the specific year; 2.3. Principles applied to insurance; 2.4. Tax and freight accounting principles. <b>3.0. Theories</b> The person must be able to explain: 3.1. Freight clearing and forwarding; 3.2. Customs laws and International trade; 3.3. Transport and Logistics;	

	<p>3.4. Customs Valuation Method; 3.5. General rules of interpretation; 3.6. International trade.</p> <p><b>4.0. Essential skills</b> 4.1. Communication skills; 4.2. Customer care; 4.3. Goal oriented; 4.4. Time management; 4.5. Presentation skills; 4.6. General computer application; 4.7. Data accounting and processing.</p> <p><b>5.0. Occupational qualities</b> 5.1. Proactiveness; 5.2. Transparency; 5.3. Pursuit of perfection; 5.4. Awareness of service; 5.5. Awareness of environmental protection.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Informed Importers/exporters about various charges, dues and fees, membership fees and service fees imposed during freight clearing and forwarding.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Customs formalities and procedures;</li> <li>2. East African Community Customs Management Act.</li> </ol>

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PROVIDE CONSULTATION TO IMPORTER(S) AND EXPORTER(S) ABOUT INTERNATIONAL TRADE AND LAWS	DUTY NO.	503
TASK TITLE	EDUCATE IMPORTER(S)/EXPORTERS ABOUT PACKAGING IN LOGISTICS	TASK NO.	5032
PERFORMANCE CRITERIA	The person performing this task must be able to provide information on various aspects of packaging including identification and costs of different packaging types, packaging function in relation to logistic, marketing and environmental function/aspects.		
RANGE STATEMENT	The task will be carried out in the office, storage center or any open-air place. The following equipment(s) and tool(s) will be needed in executing the task; goods with package (or goods to be packaged), packaging materials, common tools for packaging, personal protection articles or site protection articles required for packaging (if necessary), computer, projector and stationery items.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Plan out the event details; 2. Organise venue for meeting and other logistics issues; 3. Prepare invitation letters; 4. Identify different types of packaging in logistics; 5. Establish cost involved during packaging; 6. Determine the requirements for documents related to packaging; 7. Educate importers/exporters about the role of packaging in logistics, marketing and environment; 8. Educate importers/exporters about the importance of packaging in logistics.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Identify different types of packaging in logistics; 1.2. Establish cost involved during packaging; 1.3. Create awareness about the packaging function in relation to logistics, marketing and environment aspects; 1.4. Identify the requirements for documents related to packaging.  <b>2.0. Principles</b> The person must be able to explain the principles of: 2.1. Packaging of different types of cargo; 2.2. Packaging documents of different types of cargo; 2.3. Packaging safety of different types of cargo.  <b>3.0. Theories</b> The person must be able to explain: 3.1. Concept of packaging in logistics management; 3.2. Importance of Packaging in logistics the International Maritime Dangerous Goods Code	

	<p>(IMDG) IMO/ILO/UNECE code of practice for packing of cargo transport unit (CTU Code);</p> <p>3.3. Logistics and transport management;</p> <p>3.4. Customs formalities and procedures;</p> <p>3.5. International trade.</p> <p><b>4.0. Essential skills</b></p> <p>4.1. Communication skills;</p> <p>4.2. Customer care;</p> <p>4.3. Time management;</p> <p>4.4. Negotiation skills;</p> <p>4.5. General computer application.</p> <p><b>5.0. Occupational qualities</b></p> <p>5.1. Innovation;</p> <p>5.2. Awareness of service;</p> <p>5.3. Awareness of safety;</p> <p>5.4. Awareness of environmental protection.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Informed importers/exporters on the implication of packaging in logistics.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <p>Regulation governing packaging;</p> <p>East African Community Customs Management Act.</p>

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PROVIDE CONSULTATION TO IMPORTER(S) AND EXPORTER(S) ABOUT INTERNATIONAL TRADE AND LAWS	DUTY NO.	503
TASK TITLE	ADVISE IMPORTER (S) OR EXPORTER(S) ABOUT CUSTOMS LAWS, RULES AND REGULATIONS	TASK NO.	5033
PERFORMANCE CRITERIA	The person performing the task must be able to interpret the laws, rules and regulations that governed customs clearance of goods to Importers and exporters.		
RANGE STATEMENT	The task will be carried out in the office or in any place where meeting room facility is available. The following equipment(s) and tool(s) will be needed in executing the task; computer, projector and stationery items.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Plan out the event details; 2. Prepare invitation letters; 3. Organise venue for meeting and other logistics issues; 4. Identify different customs laws, rules and regulations governing Customs clearance of goods; 5. Organise availability of custom tariff book which contain various rates of duties and taxes imposed during cargo importation or exportation; 6. Create awareness about the customs procedures and formalities to importers and exporters; 7. Run seminar.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to offer suggestions about the customs procedures and formalities taken during cargo clearance at terminal area and customs-controlled area. <b>2.0. Principles</b> The person must be able to explain the principles of communicate with clients. <b>3.0. Theories</b> The person must be able to explain: 3.1. Basic in freight clearing and forwarding; 3.2. Basic Laws in International trade and customs; 3.3. Explain the importance of paying taxes to country; 3.4. Transport and Logistics; 3.5. Internal/Standard operating procedures; 3.6. Tariff book of port dues and charges; 3.7. Finance Bill for the specific year; 3.8. International trade. <b>4.0. Essential skills</b> 4.1. Communication skills; 4.2. Customer care; 4.3. Focus on audience's needs; 4.4. Use voice effectively	

	<p>4.5. General computer application.</p> <p><b>5.0. Occupational qualities</b></p> <p>5.1. Critical thinking capacity;</p> <p>5.2. Awareness of service;</p> <p>5.3. Honesty;</p> <p>5.4. Awareness of environmental protection.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Knowledgeable importers/exporters with a knowledge in customs laws, rules and regulations.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Customs valuation method;</li> <li>2. Customs laws (Formalities &amp; procedures);</li> <li>3. East African Community Customs Management Act 2008.</li> </ol>



OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PROVIDE CONSULTATION TO IMPORTER(S) AND EXPORTER(S) ABOUT INTERNATIONAL TRADE AND LAWS	DUTY NO.	503
TASK TITLE	PROVIDE GUIDANCE TO IMPORTER (S) OR EXPORTER(S) ABOUT ALL NECESSARY LICENSING REQUIRED, LETTERS OF CREDIT AND THE MOST EFFICIENT WAY ON HOW TO MOVE THE CARGO	TASK NO.	5034
PERFORMANCE CRITERIA	The person performing the task must be able to provide guidance on goods that need special license during importation or exportation and the supporting documents required during application and also be able to provide guidance and be able to provide guidance to improve safety and security of goods during transportation.		
RANGE STATEMENT	The task will be carried out in the office or in any place where meeting room facility is available. The following equipment(s) and tool(s) will be needed in executing the task; Computer, projector and stationery items.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Plan out the event details; 2. Identify different types license required by government authorities during the importation and exportation of cargo; 3. Prepare invitation letters; 4. Organise venue for meeting and other logistics issues; 5. Inform importers and exporters about the applicability of letter of credit in international trade and its importance; 6. Inform importers and exporters about the most efficient ways that can be used to minimize the logistics operation cost; 7. Inform importers and exporters about the customs procedures and formalities.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Identify different license required during importation and exportation of goods; 1.2. Identify the letter of credit applicable to the international trade.  <b>2.0. Principles</b> The person must be able to explain the principles of communicate with customers.  <b>3.0. Theories</b> The person must be able to explain: 3.1. Basic in freight clearing and forwarding; 3.2. Transport and Logistics Tariff book of port dues and charges; 3.3. Uniform Customs and Practice for Documentary Credits (UPC 600, etc.) ; 3.4. The meaning and relevant rules and regulations of licenses.	

	<p><b>4.0. Essential skills</b></p> <p>4.1. Communication Skills;</p> <p>4.2. Customer care;</p> <p>4.3. Focus on audience's needs;</p> <p>4.4. Computer application;</p> <p>4.5. Making-up and modification of documents.</p> <p><b>5.0. Occupational qualities</b></p> <p>5.1. Awareness of service;</p> <p>5.2. Pursuit of perfection;</p> <p>5.3. Adaptability;</p> <p>5.4. Awareness of environmental protection.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Informed importer /exporter (s) on the issue related to letter of credit, license required and the most efficient way to move cargo and the rules and regulations governing importation and exportation of goods.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. International trade;</li> <li>2. Procedures and formalities applied in customs clearance of goods;</li> <li>3. East African Community Customs Management Act 2008.</li> </ol>

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	ESTABLISH HEALTH AND SAFETY SYSTEM AT WORKPLACE	DUTY NO.	504
TASK TITLE	IMPLEMENT THE HEALTH AND SAFETY POLICY IN WORKPLACE	TASK NO.	5041
PERFORMANCE CRITERIA	The person performing this task must be able to prepare and implement the health and safety policy at the workplace in compliance with Occupational Health and Safety Act, 2003.		
RANGE STATEMENT	The task will be carried out in the office. The work is overseen by Head of the Unit. The following equipment and tools will be required in performing the task: computer with internet access, printer, photocopy machine & scanner, stationary (stapler, file(s), punch machine, paper shredder, file cabinet), and transport services (vehicle or tricycle/motorcycle).		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Formulate steering committee to develop occupational health and safety (OHS) policy as per OHSAS 18001; 2. Establish responsibilities for members in steering committee in relation to OHS implementation; 3. Conduct awareness training on OHS to employees; 4. Coordinate meeting regards OHS implementation; 5. Prepare report about implementation of OHS in the section; 6. Submit report to management for further action; 7. Report immediately any deviation in executing OHS program.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Establish responsibilities for members in steering committee in relation to OHS implementation; 1.2. Prepare training for OHS awareness to employees; 1.3. Prepare report about implementation of OHS in the section; 1.4. Report immediately any deviation happens in executing the OHS procedure.  <b>2.0. Principles</b> The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO).  <b>3.0. Theories</b> The person must be able to explain: 3.1. Logistics and Transport; 3.2. Business Administration; 3.3. Laws in International trade and customs; 3.4. Port Operation and management; 3.5. Shipping operation and Management; 3.6. Statistics; 3.7. Basic Information and Communication Technology; 3.8. Internal Operating Procedures; 3.9. International Commercial Terms (Incoterms 2020) ;	

	<p>3.10. OSHA standards;  3.11. Occupational Health and Safety Act, 2003;  3.12. Internal Operating Procedure;  3.13. Risk assessment.</p> <p><b>4.0. Essential skills</b>  4.1. Leadership skills;  4.2. Communication skills;  4.3. Training skills;  4.4. Report writing skills;  4.5. Teamwork skills;  4.6. Customer relationship maintenance;  4.7. Time management;  4.8. Innovation;  4.9. Commitment;  4.10. Independence;  4.11. General Computer application;  4.12. Quality management system.</p> <p><b>5.0. Occupational qualities</b>  5.1. Professional dedication;  5.2. Communication skills, team building and team management skills;  5.3. Planning and promotion skills;  5.4. Information collection, sorting and analysing skills;  5.5. Issue analysing and solving skills;  5.6. Environmental protection.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Implementation of health and safety policy at the workplace is accomplished as per approved rules and regulations.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Fundamentals of Occupational Health and Safety;</li> <li>2. Cargo security Regulations and rules in Tanzania;</li> <li>3. Legal and documentary aspects of the cargo insurance contract;</li> <li>4. National Occupational Safety and Health Policy 2010;</li> <li>5. Occupational Health and Safety (First aid And Welfare Facilities) Rules, 2015;</li> <li>6. Occupational Health and Safety (Notification of Occupational Diseases, Injuries and Dangerous Occurrence) Rules, 2016;</li> <li>7. Operation Safety in Lifting Appliance;</li> <li>8. Accident Investigation and Handling.</li> </ol>

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	ESTABLISH HEALTH AND SAFETY SYSTEM AT WORKPLACE	DUTY NO.	504
TASK TITLE	MAINTAIN RELEVANT HEALTH AND SAFETY LEGISLATION	TASK NO.	5042
PERFORMANCE CRITERIA	The person performing this work must be able to maintain relevant health and safety legislation in accordance with Occupational Health and Safety Act, 2003.		
RANGE STATEMENT	The task will be carried out in the office and field area. The following equipment and tools will be required in performing the task: Laptop with internet access, printer, photocopy machine & scanner, stapler, file(s), punch machine, stationary (paper shredder, file cabinet), safety gears and transport services (vehicle or tricycle/motorcycle).		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Formulate OHS auditors’ team within the organisation/Department; 2. Determine the scope of work for OHS auditors; 3. Organize OHS auditing in Clearing Department/Section and its subsection; 4. Prepare OHS auditing report about weakness and strength identified; 5. Submit report to management for further recommendation and action; 6. Conduct OHS meeting and auditing every Quarter in order to improve OHS practices; 7. Conduct secret inspection at the Offices and field area to verify OHS compliance; 8. Observe OHS rules and regulations.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Formulate OHS auditors’ team within the organisation/Department; 1.2. Establish the scope of work for OHS auditors; 1.3. Organize OHS auditing in Clearing Department/Section and its subsection; 1.4. Prepare report OHS auditing report about weakness and strength identified.  <b>2.0. Principles</b> The person must be able to explain the principles of: Serving customers - First In, First-Out (FIFO).  <b>3.0. Theories</b> The person must be able to explain: 3.1. Freight clearing and forwarding; 3.2. Logistics and Transport; 3.3. Business Administration; 3.4. OHS auditing ; 3.5. Laws in International trade and customs; 3.6. Port Operation and management; 3.7. Shipping operation and Management; 3.8. Statistics; 3.9. Risk assessment; 3.10. Basic Information and Communication Technology; 3.11. Internal Operating Procedures;	

	<p>3.12. International Commercial Terms (Incoterms 2020) ;</p> <p>3.13. OSHA standards;</p> <p>3.14. Occupational Health and Safety Act, 2003;</p> <p>3.15. Internal Operating Procedure.</p> <p><b>4.0. Essential skills</b></p> <p>4.1. Leadership skills;</p> <p>4.2. Communication skills;</p> <p>4.3. Report writing skills;</p> <p>4.4. Teamwork skills;</p> <p>4.5. Customer care;</p> <p>4.6. Time management;</p> <p>4.7. Innovation;</p> <p>4.8. Commitment;</p> <p>4.9. Independence and transparency;</p> <p>4.10. General computer application;</p> <p>4.11. Quality management system.</p> <p><b>5.0. Occupational qualities</b></p> <p>5.1. Professional dedication;</p> <p>5.2. Communication skills, team building and team management skills;</p> <p>5.3. Planning and promotion skills;</p> <p>5.4. Information collection, sorting and analysing skills;</p> <p>5.5. Issue analysing and solving skills;</p> <p>5.6. Environmental protection.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Compliance with relevant health and safety legislation at workplace is accomplished as per Internal operating Procedure and OSHA guideline.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Fundamentals of Occupational Health and Safety;</li> <li>2. Cargo security Regulations and rules in Tanzania;</li> <li>3. Legal and documentary aspects of the cargo insurance contract;</li> <li>4. National Occupational Safety and Health Policy 2010;</li> <li>5. Occupational Health and Safety (First aid And Welfare Facilities) Rules, 2015;</li> <li>6. Occupational Health and Safety (Notification of occupational diseases, Injuries and dangerous Occurrence) rules, 2016;</li> <li>7. Customs Laws and goods import and export procedures;</li> <li>8. Operation Safety in Lifting Appliance;</li> <li>9. Accident Investigation and handling.</li> </ol>

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	ESTABLISH HEALTH AND SAFETY SYSTEM AT WORKPLACE	DUTY NO.	504
TASK TITLE	IDENTIFY OCCUPATIONAL HEALTH AND SAFETY (OHS) RELATED TRAINING NEEDS IN WORKPLACE	TASK NO.	5043
PERFORMANCE CRITERIA	The person performing this work must be able to identify Occupational Health and Safety (OHS) related training needs in workplace in accordance with Occupational Health and Safety Act, 2003.		
RANGE STATEMENT	The task will be carried out in the office. The following equipment and tools will be required in performing the task: computer with internet access, printer, photocopy machine & scanner, stationary (stapler, file(s), punch machine, paper shredder, file cabinet), and transport services (vehicle or tricycle/motorcycle).		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Identify hazardous equipment or machine; 2. Identify type of hazardous substance; 3. Identify types of office hazards; 4. Identify training needs; 5. Conduct OHS awareness training; 6. Prepare report concerning hazardous equipment or machine, substance, office hazards and training required.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Identify training needs; 1.2. Conduct OHS awareness training ; 1.3. Prepare report concerning hazardous equipment or machine, substance, office hazards and training required; 1.4. Establish the scope of work for OHS auditors.  <b>2.0. Principles</b> The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO).  <b>3.0. Theories</b> The person must be able to explain: 3.1. Freight clearing and forwarding; 3.2. Logistics and Transport; 3.3. Business Administration; 3.4. OHS auditing ; 3.5. Laws in International trade and customs; 3.6. Port Operation and management; 3.7. Shipping operation and Management; 3.8. Statistics; 3.9. Basic Information and Communication Technology;	

	<p>3.10. Internal Operating Procedures;  3.11. International Commercial Terms (Incoterms 2020)  ;  3.12. OSHA standards;  3.13. Operation Safety in Lifting Appliance;  3.14. Accident Investigation Risk assessment;  3.15. Internal Operating Procedure.</p> <p><b>4.0. Essential skills</b>  4.1. Communication skills;  4.2. Leadership;  4.3. Report writing skills;  4.4. Teamwork skills;  4.5. Customer care;  4.6. Time management;  4.7. Innovation;  4.8. Commitment;  4.9. Independence and transparency;  4.10. General computer application;  4.11. Quality management system;  4.12. Flexibility and adaptability.</p> <p><b>5.0. Occupational qualities</b>  5.1. Professional dedication;  5.2. Communication skills, team building and team management skills;  5.3. Planning and promotion skills;  5.4. Information collection, sorting and analysing skills;  5.5. Issue analysing and solving skills;  5.6. Environmental protection.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	OHS related training needs is identified as per approved standards and regulations.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Fundamentals of Occupational Health and Safety;</li> <li>2. Cargo security Regulations and rules in Tanzania;</li> <li>3. Legal and documentary aspects of the cargo insurance contract;</li> <li>4. National Occupational Safety and Health Policy 2010;</li> <li>5. Occupational Health and Safety (First aid And Welfare Facilities) Rules, 2015;</li> <li>6. Occupational Health and Safety Act, 2003;</li> <li>7. Occupational Health and Safety (Notification of Occupational Diseases, Injuries and Dangerous Occurrence) Rules, 2016.</li> </ol>



OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	ESTABLISH HEALTH AND SAFETY SYSTEM AT WORKPLACE	DUTY NO.	504
TASK TITLE	CONDUCT RISK ASSESSMENT	TASK NO.	5044
PERFORMANCE CRITERIA	The person performing this task must be able to conduct risk assessment related to Occupational Health and Safety (OHS) in workplace in accordance with Internal Operating Procedures and Occupational Health and Safety Act, 2003.		
RANGE STATEMENT	The task will be carried out in the office and field area. The following equipment and tools will be required in performing the task: computer with internet access, printer, photocopy machine & scanner, stapler, file(s), punch machine, stationary (paper shredder, file cabinet), safety gears and transport services (vehicle or tricycle/motorcycle).		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Identify hazards; 2. Identity risk associated with freight clearance and forwarding activities; 3. Determine who will be affected; 4. Analyse risk(s) by rating into levels; 5. Identify mitigation or methods of controls; 6. Implement method of controls; 7. Review risk assessment.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Identify hazardous equipment or machine; 1.2. Identify type of hazardous substance; 1.3. Identify types of office hazards; 1.4. Identify training needs; 1.5. Conduct OHS awareness training; 1.6. Prepare report concerning hazardous equipment or machine, substance, office hazards and training required; 1.7. Establish the scope of work for OHS auditors.  <b>2.0. Principles</b> The person must be able to explain the principles of: Serving customers - First In, First-Out (FIFO).  <b>3.0. Theories</b> The person must be able to explain: 3.1. Freight clearing and forwarding; 3.2. Logistics and Transport; 3.3. Business Administration; 3.4. OHS auditing; 3.5. Laws in International trade and customs; 3.6. Port Operation and management; 3.7. Shipping operation and Management; 3.8. Statistics; 3.9. Basic Information and Communication Technology; ; 3.10. Internal Operating Procedures	

	<p>3..11. International Commercial Terms (Incoterms 2020) ;</p> <p>3.12. OSHA standards;</p> <p>3.13. Occupational Health and Safety Act, 2003;</p> <p>3.14. Internal Operating Procedure;</p> <p>3.15. Risk assessment.</p> <p><b>4.0. Essential skills</b></p> <p>4.1. Communication Skills;</p> <p>4.2. Leadership;</p> <p>4.3. Report writing skills;</p> <p>4.4. Teamwork skills;</p> <p>4.5. Customer care;</p> <p>4.6. Time management;</p> <p>4.7. Innovation;</p> <p>4.8. Commitment;</p> <p>4.9. Independence and transparent;</p> <p>4.10. General Computer application;</p> <p>4.11. Quality management system;</p> <p>4.12. Flexibility and adaptability.</p> <p><b>5.0. Occupational qualities</b></p> <p>5.1. Professional dedication;</p> <p>5.2. Communication skills, team building and team management skills;</p> <p>5.3. Planning and promotion skills;</p> <p>5.4. Information collection, sorting and analysing skills;</p> <p>5.5. Issue analysing and solving skills;</p> <p>5.6. Environmental protection.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Risk assessment is conducted in accordance with Internal Operating Procedures (IOPs)and OSHA guidelines.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Fundamentals of Occupational Health and Safety;</li> <li>2. Cargo security Regulations and rules in Tanzania;</li> <li>3. Legal and documentary aspects of the cargo insurance contract;</li> <li>4. National Occupational Safety and Health Policy 2010;</li> <li>5. Occupational Health and Safety (First aid And Welfare Facilities) Rules, 2015;</li> <li>6. Occupational Health and Safety (Notification of Occupational Diseases, Injuries and Dangerous Occurrence) Rules, 2016;</li> <li>7. Operation Safety in Lifting Appliances;</li> <li>8. Accident Investigation and handling.</li> </ol>



OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	MAINTAIN ORGANIZATION ASSET	DUTY NO.	505
TASK TITLE	OVERSEE THE ULTIMATE RIGHTS TO USE AND CONTROL THE ASSETS	TASK NO.	5051
PERFORMANCE CRITERIA	The person performing this task must be able identify the lists of assets available and set controls of the usage of assets as per organisation guideline.		
RANGE STATEMENT	The task will be carried out in the office. The following equipment and tools will be required in performing the task: computer with internet access, printer, photocopy machine & scanner, stationary (stapler, file(s), punch machine, paper shredder, file cabinet), safety gears and transport services (vehicle or tricycle/motorcycle).		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Identify the list of assets available; 2. Identify the number of users (e.g. Motor vehicles or Motorcycles) ; 3. Report the usage of available assets; 4. Introduce assets control mechanism; 5. Conduct annual stock taking; 6. Prepare report on the asset's usage.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Prepare the guideline for the usage of asset; 1.2. Conduct stock taking; 1.3. Identify obsolete assets; 1.4. Establish assets control mechanism; 1.5. Maintain and update assets registry.  <b>2.0. Principles</b> The person must be familiar with the principle of disposing assets.  <b>3.0. Theories</b> The person must be able to explain: 3.1. Inventory management; 3.2. Freight clearing and forwarding; 3.3. Logistics and Transport; 3.4. Business Administration; 3.5. Verification of assets; 3.6. Port Operation and management; 3.7. Statistics; 3.8. Basic Information and Communication Technology; 3.9. Internal Operating Procedures; 3.10. Assets repair and maintenance; 3.11. Safety and security of assets; 3.12. Risk assessment; 3.13. Depreciation of assets;	

	<p>3.14. Green and sustainable development.</p> <p><b>4.0. Essential skills</b></p> <p>4.1. Leadership skills;  4.2. Communication Skills;  4.3. Report writing skills;  4.4. Teamwork skills;  4.5. Customer care;  4.6. Time management;  4.7. Innovation;  4.8 Commitment;  4.9. Internal openness;  4.10. General Computer application;  4.11. Quality management system;  4.12. Warehouse management techniques;  4.13. Data analysis and identification skills.</p> <p><b>5.0. Occupational qualities</b></p> <p>5.1. Honesty;  5.2. Stress tolerance.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Improved control of assets.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Occupational Health and Safety Act, 2003;</li> <li>2. Internal Operating Procedure;</li> <li>3. Public assets management guideline of 2019.</li> </ol>

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	MAINTAIN ORGANIZATION ASSETS	DUTY NO.	505
TASK TITLE	PROCURE ORGANIZATION ASSETS AND SERVICES	TASK NO.	5052
PERFORMANCE CRITERIA	The person performing this task must be able to support operational requirement, manage the procurement process and the supply base efficiently and effectively in accordance with organization guidelines		
RANGE STATEMENT	The task will be carried out in the office. The following equipment and tools will be required in performing the task: computer with internet access, printer, photocopy machine & Stationery.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Identify the list of assets or services required; 2. Identify the list of service provider(s) ; 3. Allocate budget for procurement of assets or services; 4. Source the channels of assets procurement; 5. Keep record of the list of assets procured.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Identify supplier performance; 1.2. Prepare the procurement standard for assets required; 1.3. Allocate budget for the required assets; 1.4. Negotiate on the best price; 1.5. Determine the method of contract signing. <b>2.0. Principles</b> The person must be familiar with the process and principles of bid invitation. <b>3.0. Theories</b> The person must be able to explain: 3.1. Procurement Management; 3.2. Freight clearing and forwarding; 3.3. Logistics and Transport; 3.4. Business Administration; 3.5. Internal Operating Procedure; 3.6. Supplier relationship management; 3.7. Contract Management; 3.8. Supplier sourcing and selection criteria. <b>4.0. Essential skills</b> 4.1. Communication and coordination skills; 4.2. Report writing skills; 4.3. Teamwork; 4.4. Supplier management skills;	

	4.5. Time management; 4.6. General computer application; 4.7. Business negotiation skills; 4.8. Data collection and analysing techniques; 4.9. Familiar with contract laws and specifications; 4.10. Report and presentation skills; 4.11. Multilingual communication skills.  <b>5.0. Occupational qualities</b> 5.1. Passion for job; 5.2. Innovation.
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Required assets are procured as per approved procedures and standards by a competent authority.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<b>Detailed knowledge about:</b> Public procurement act.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	MAINTAIN ORGANIZATION ASSETS	DUTY NO	505
TASK TITLE	MAINTAIN GOOD WORTH OF ORGANISATION ASSETS	TASK NO	5053
PERFORMANCE CRITERIA	The person performing this task must have ability to maximise the good-worth of an asset in accordance with manufacturer’s manuals and Organisation Internal operating procedures.		
RANGE STATEMENT	The task will be carried out in the office and field area. The following equipment and tools will be required in performing the task: laptop with internet access, printer, photocopy machine & scanner, stationery (stapler, file(s), punch machine, paper shredder, file cabinet), safety gears and transport services (vehicle or tricycle/motorcycle).		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Prepare check list to determine the condition of assets; 2. Monitor the planned preventive maintenance schedule; 3. Manage supplier contract performance; 4. Establish control on the usage of the assets; 5. Prepare report on the asset usage.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Verify the condition of assets; 1.2. Adhere to the preventive maintenance schedule; 1.3. Manage supplier contract performance; 1.4. Control the usage of the assets.  <b>2.0. Principles</b> The person must be familiar with the principles of assets use, maintenance and control.  <b>3.0. Theories</b> The person must be able to explain: 3.1. Freight clearing and forwarding; 3.2. Logistics and Transport; 3.3. Business Administration; 3.4. Statistics; 3.5. Basic Information and Communication Technology; 3.6. Procurement and supplies; 3.7. Internal Operating Procedure ; 3.8. Manufactures manuals; 3.9. Inventory management; 3.10. Maintenance; 3.11. Shipping practice knowledge.  <b>4.0. Essential skills</b> 4.1. Teamwork skills;	



	<p>4.2. Customer maintenance skills;  4.3. Time management;  4.4. Innovation;  4.5. Internal transparency;  4.6. General computer application;  4.7. Quality management system;  4.8. Risk assessment;  4.9. Supplier management skills;  4.10. Research on subjects related to terminal operation.</p> <p><b>5.0. Occupational qualities</b>  5.1. Carefulness;  5.2. Integrity.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Assets being in a good condition all the time.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b>  Fundamentals of Occupational Health and Safety;  Cargo security Regulations and rules in Tanzania.</p>

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	MAINTAIN ORGANIZATION ASSETS	DUTY NO.	505
TASK TITLE	ESTABLISH POLICIES FOR PROTECTING ORGANIZATION ASSETS	TASK NO.	5054
PERFORMANCE CRITERIA	The person performing this task must be able to prepare policies that will protect organisation assets.		
RANGE STATEMENT	The task will be carried out in the office. The following equipment and tools will be required in performing the task: Laptop with internet access and Stationery items.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Identify the need for establishing assets policy; 2. Propose steering committee members to prepare the organisation policy; 3. Collect information for the policy making; 4. Prepare a draft of the organisation policy; 5. Seek approval for the proposed policy; 6. Oversee the implementation of policy.		<b>Detailed knowledge about:</b> <b>1.0. Methods</b> This person performing this task must be able to explain how to: 1.1. Set out the aim of the policy; 1.2. Set objective(s) for organisation policy; 1.3. Gather information for the policy making; 1.4. Formulate policies in the work place; 1.5. Set out the consequence of not complying with the Policy.  <b>2.0. Principles</b> The person must be familiar with the principles in guiding the setting of objectives for the organisation.  <b>3.0. Theories</b> The person must be able to explain: 3.1. Assets inventory; 3.2. Maintenance of assets; 3.3. Statistics; 3.4. Project management.  <b>4.0. Essential skills</b> 4.1. Data analysis; 4.2. Creativity; 4.3. Critical thinking; 4.4. Teamwork skills; 4.5. Time management; 4.6. Innovative; 4.7. Leadership skills; 4.8. Communication skills; 4.9. Report writing skills; 4.10. Openness; 4.11. Organisation rules and regulations;	

	<p>4.12. Government Circulars;  4.13. General computer application;  4.14. Quality management system;  4.15. Familiar with customs laws.</p> <p><b>5.0. Occupation qualities</b>  5.1. Lifelong learning;  5.2. Commitment;  5.3. Proactiveness.</p>
<b>DESCRIPTION OF THE END PRODUCT/SERVICE</b>	Organisation assets are protect as approved standards and procedures.
<b>CIRCUMSTANTIAL KNOWLEDGE</b>	<p><b>Detailed knowledge about:</b></p> <ol style="list-style-type: none"> <li>1. Fundamentals of Occupational Health and Safety;</li> <li>2. Cargo security Regulations and rules in Tanzania;</li> <li>3. Legal and documentary aspects of the cargo insurance contract.</li> </ol>

**TABLE 1: DACUMCHARTS FOR REIGHT CLEARING AND FORWATDING  
TECHNICIANS NTA 5**

DUTIES	TASKS	ENABLERS
1. Provide the client with information transport and handling cost transport from the point of delivery to the point of destination and vice versa	<p>1.1 Determine cargo transportation charges.</p> <p>1.2 Organize cargo handling equipment.</p> <p>1.3 Acquire necessary permits for cargo transportation.</p> <p>1.4 Arrange offloading of goods at the point of destination or point of delivery.</p> <p>1.5 Hand-over goods and transport documents to the cargo owner.</p>	<p><b>Generic skills and knowledge</b></p> <ul style="list-style-type: none"> <li>Communication Skills</li> <li>Managerial skills</li> <li>Customer Care skills</li> <li>General Computer application knowledge and skills</li> <li>Driving skills</li> <li>Safety and security</li> <li>Health, Safety and Security knowledge</li> </ul> <p><b>Tools and Equipment</b></p>
2. Apply for permits for import and export goods/consignment from relevant regulators	<p>2.1 Perform preliminary preparation of shipping documents and customs assessment documents from other section(s) for permit application.</p> <p>2.2 Classify the nature of goods and its respective regulator(s) involved.</p> <p>2.3 Apply for permits from relevant regulator(s) or authority for imported and exported goods.</p> <p>2.4 Process payment for the permit(s).</p> <p>2.5 Process regulators' approval for cargo delivery at the terminal(s).</p>	<p>Computer and printer</p> <p>Photocopy Machine with Scanner</p> <p>Internet</p> <p>Hand Bags</p> <p>Means of Transport (Motorcycles, Vehicles or Tricycle)</p> <p>PPES like Reflectors, Head protector, Safety boots ,rain coats</p> <p><b>Materials</b></p> <ul style="list-style-type: none"> <li>Stationary items like rim paper, box and flat files, Stapler, punch machine.</li> </ul>
3. Provide importers / exporters with consultation of international trade and laws	<p>3.1 Educate importer (s) or exporter(s) about various cost involved during freight clearing and forwarding.</p> <p>3.2 Educate importer(s)/exporters about packaging in logistics.</p> <p>3.3 Advise importer (s) or exporter(s) about customs laws, rules and regulations.</p> <p>3.4 Provide guidance to importer (s) or exporter(s) about all necessary licensing required, letters of credit and the most efficient way on how to move the cargo.</p>	<p><b>Worker behaviors</b></p> <ul style="list-style-type: none"> <li>Team work</li> <li>Integrity</li> <li>Innovation</li> <li>Accountability</li> <li>Transparent</li> <li>Goal oriented</li> <li>Proactive</li> <li>Reliability</li> <li>Time management and commitment</li> <li>Critical thinking</li> <li>Attention to detail</li> </ul>

<p>4. Establish Health and Safety systems at Workplace</p>	<p>4.1 Implement the health and safety policy in workplace.</p> <p>4.2 Maintain relevant health and safety legislation.</p> <p>4.3 Identify Occupational Health and Safety (OHS) related training needs in workplace.</p> <p>4.4 Conduct risk assessment.</p>	
<p>5. Maintain organisation assets</p>	<p>5.1 Oversee the use and control the ultimate rights of assets.</p> <p>5.2 Procure organisation assets and services.</p> <p>5.3 Maintain good organisation values.</p> <p>5.4 Establish organisation assets protection strategies.</p>	