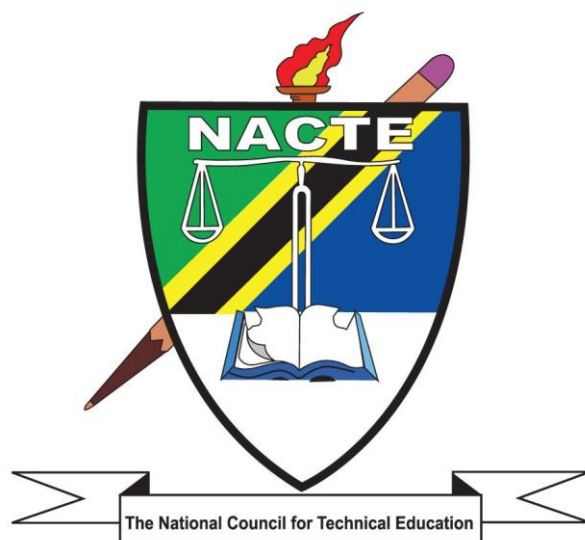


NATIONAL COUNCIL FOR TECHNICAL EDUCATION



NOVEMBER 2022

PROPOSED OCCUPATIONAL STANDARDS

FOR FREIGHT CLEARING AND FORWARDING TECHNICIAN

OCCUPATION: FREIGHT CLEARING AND FORWARDING

LEVEL: NTA 4

TABLE OF CONTENT

Contents

FOREWORD	ii
ACKNOWLEDGEMENT	iv
ABBREVIATIONS	vii
1.0. INTRODUCTION	10
2.0. OCCUPATIONAL STANDARD DEVELOPMENT PROCESS	11
3.0. THE SCOPE AND OVERVIEW OF THE OCCUPATION STANDARDS FOR FREIGHT CLEARING AND FORWARDING TECHINICIANS	12
4.0. VALIDITY PERIOD	13
5.0. OCCUPATIONAL STANDARDS	14
5.1. CLEARING AND FORWARDING TECHNICIAN OCCUPATION NTA 4.....	14
TABLE 1: DACUM CHARTS FOR FREIGHT CLEARING AND FORWARDING TECHNICIANS – NTA 4.....	53

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 16th July to 10th 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.

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October 2022

ABBREVIATIONS

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

GLOSSARY OF TERMS

Circumstantial knowledge:	Detailed knowledge, which allows the decision-making in regard to different circumstances and cross cutting issues.
Competence:	The ability to use knowledge, understanding, practical and thinking skills to perform effectively to the workplace standards required in employment.
Competency:	A description of the ability one possesses when able to perform a given occupational task effectively and efficiently.
Competency based education:	An instructional program that derives its content from validated tasks and bases assessment on the learner's performance.
Curriculum:	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".
Educational/training programme:	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.
Occupation:	A specific position requiring the performance of specific tasks – essentially the same tasks are performed by all employees having the same title. (Example: baker)
Occupational analysis:	A process used to identify the tasks that are important to employees in any given occupation.
Occupational area:	This is a broad grouping of related jobs. Example: food service.
Occupational Standards:	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.
Performance criteria:	indicate the expected end results or outcome in form of evaluative statements.
Skills:	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.

Standards:	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.
Task analysis:	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.
Task:	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.
Underpinning Knowledge:	This is crucial knowledge that an individual must acquire in order to demonstrate competences that are associated in performing a given task.
Verification process:	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.
Occupational Competence:	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 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 TECHINICIANS

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. These occupational standards 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 inside 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 be proceeded 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. CLEARING AND FORWARDING TECHNICIAN OCCUPATION NTA 4

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF IMPORTER’S GOODS FROM CUSTOMS DEPARTMENT	DUTY NO.	401
TASK TITLE	HANDLE SHIPPING DOCUMENTS FROM IMPORTERS OR CONSIGNEE	TASK NO.	4011
PERFORMANCE CRITERIA	The person performing this task must be able to handle shipping documents in accordance with the EACCMA 2004.		
RANGE STATEMENT	The task will be carried out in the office. The work is overseen by receiving supervisor. The following equipment and tools will be required in performing the task: computer, printer, photocopy machine & scanner, stapler, files, punch machine, paper shredder, file cabinet stationery and Customs Tariff Book.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Obtain import/export cargo documents from importer/exporter; 2. Open consignment files after receiving all documents; 3. Review document category and check whether the content is complete and accurate; 4. Hand over the file to classification and declaration subsection for next procedures 5. Archive file(s) after goods have been cleared.		Detailed knowledge about: 1.0. Methods The person performing this task must be able to explain how to: 1.1. Obtain the documents from clients; 1.2. Check the completeness of the shipping documents; 1.3. Identify the required documents for declaration; 1.4. Open the consignment file(s). 2.0. Principles The person must be able to explain the principles of: 2.1. Serving customers - First In First-Out (FIFO); 2.2. Obtaining import/export permits. 3.0. Theories The person must be able to briefly explain: 3.1. Basics in freight clearing and forwarding; 3.2. Basic Laws in International trade and customs procedures; 3.3. Basic elements of Transport and Logistics; 3.4. Entrepreneurship and business development; 3.5. Basic Information and Communication Technology; 3.6. Internal/Standard Operating Procedures (IOPs, SOPs) ; 3.7. International Delivery Terms (Incoterms); 3.8. Online application systems (TeSWS & TANCIS).	

	4.0. Essential skills 4.1. Communication skills; 4.2. Report writing skills; 4.3. Teamwork skills; 4.4. Driving skills; 4.5. Entrepreneurship; 4.6. Innovation. 5.0. Occupational qualities: 5.1. Integrity; 5.2. Teamwork; 5.3. Customer care; 5.4. Transparency.
DESCRIPTION OF THE END PRODUCTS/SERVICE	Shipping documents are processed and filed as per operational procedures.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. General computer application; 2. Quality Management System; 3. Fundamental Occupational Health and Safety.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF IMPORTER’S GOODS FROM CUSTOMS DEPARTMENT	DUTY NO.	401
TASK TITLE	DECLARE SHIPPING DOCUMENTS TO CUSTOMS DEPARTMENT	TASK NO.	4012
PERFORMANCE CRITERIA	The person performing this work must be able to carry out the processes and procedures for the customs declaration of goods in accordance with the EACCMA 2004.		
RANGE STATEMENT	The task will be carried out in the office or anywhere with internet access. The following equipment and tools will be needed in performing the task, computer, printer, photocopy machine & scanner, stationeries, (stapler, files, punch machine, paper shredder, file cabinet), work vehicles such as tricycles and motorcycles, Customs Tariff Book.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able to do the following: 1. Obtain shipping documents from receiving section; 2. Assign Harmonized System Code (HS Code) to each item as per EAC Customs Tariff book; 3. Declare items on the Customs online application system; 4. Respond to customs queries regarding HS Codes; 5. Receive final assessment from Customs department to effect payments; 6. Handover file(s) to operations section.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to briefly explain how to: 1.1. Receive shipping documents from receiving section; 1.2. Assign Harmonized System Code (HS Code) to each item as per EAC Customs Tariff book; 1.3. Declare items on the Customs online application system; 1.4. Respond to customs queries; 1.5. Receive final assessment from Customs to effect payments; 1.6. Handover file(s) to operation section. 2.0. Principles The person must be able to briefly explain the principles of: 2.1. First in, first out (FIFO) ; 2.2. Customs Clearance. 3.0. Theories The person must be able to explain: 3.1. Basics of freight clearing and forwarding; 3.2. Basic Laws in International trade and customs procedures; 3.3. Transport and Logistics; 3.4. Internal Operating Standard Procedures (IOPs) ;	

	3.5. Harmonized system code (HS code) ; 3.6. Quality management system; 3.7. Import and export licensing procedure; 3.8. International Commercial Terms (INCOTERMS) ; 3.9. Skills to handle hazardous goods, perishable goods and live animals. 4.0. Essential skills 4.1. Communication skills; 4.2. Report writing skills; 4.3. Teamwork skills; 4.4. Entrepreneurship and business development; 4.5. Driving skills; 4.6. Computer skills. 5.0. Occupational qualities: 5.1. Integrity; 5.2. Teamwork; 5.3. Customer care; 5.4. Transparency.
DESCRIPTION OF THE END PRODUCTS/SERVICE	Declaration of shipping documents to customs department is performed as per approved regulations and a TANSAD assessment is printed out.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Fundamentals of Occupational Health and Safety; 2. Cargo security regulations and rules in Tanzania; 3. Legal and documentary aspects of the cargo insurance contract.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF IMPORTER’S GOODS FROM CUSTOMS DEPARTMENT	DUTY NO.	401
TASK TITLE	VERIFY IMPORTERS GOODS AT CUSTOMS AREA WITH OTHER GOVERNMENT DEPARTMENTS	TASK NO.	4013
PERFORMANCE CRITERIA	The person performing this work must be able to conduct physical verification of goods at Customs area as per Customs management Act.		
RANGE STATEMENTS	The task will be carried in the customs area or at the verification bay. The following equipment and tools will be needed in performing the task: file with all necessary documents for the imported goods, company seal or lock-pad, stationery, work vehicles such as tricycles and motorcycles.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE	UNDERPINNING KNOWLEDGE		
The person performing this task must be able do the following: 1. Prepare full set of documents for cargo verification; 2. Arrange booking for cargo verification; 3. Organise placing of goods at verification area; 4. Conduct physical verification of goods with Customs and OGDs; 5. Follow-up of Customs and OGDs approval; 6. Obtain customs release order.	Detailed knowledge about: 1.0. Methods: This person performing this task must be able to explain how to: 1.1. Prepare documents for cargo verification; 1.2. Book cargo verification at terminal area; 1.3. Obtain customs and OGDs approval; 1.4. Obtain customs release order. 2.0. Principles: The person must be able to explain the principles of: 2.1. Verifying imported goods. 3.0. Theories: The person must be able to explain: 3.1. Basics of freight clearing and forwarding; 3.2. Basic Laws in International trade and customs procedures; 3.3. Transport and Logistics; 3.4. Internal/Standard Operating Procedures (IOPs, SOPs) ; 3.5. Terminal Operator guidelines; 3.6. Quality management system. 4.0. Essential skills: 4.1. Communication skills; 4.2. Report writing skills; 4.3. Driving skills; 4.4. Innovation;		

	4.5. General computer application. 5.0. Occupational qualities: 5.1. Integrity; 5.2. Teamwork; 5.3. Customer care; 5.4. Transparency.
DESCRIPTION OF THE END PRODUCT / SERVICE	Verification of importer's goods is performed as per approved regulations and a Customs Release Order is obtained as per Customs management Act.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Customs formalities; (Formalities & Procedures) 2. International Trade; 3. Fundamentals of Occupational Health and Safety; 4. Customs laws; (Procedures and formalities) 5. OGDs rules and procedures.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF IMPORTERS GOODS FROM CUSTOMS	DUTY NO	401
TASK TITLE	ARRANGE DELIVERY OF IMPORTED GOODS TO THE IMPORTER’S PREMISES OR DESTINATION	TASK NO	4014
PERFORMANCE CRITERIA	The person performing this work must be able to organise the delivery of goods from the point of entry to the point of delivery/destination in compliance with standard operating procedures.		
RANGE STATEMENT	The task will be carried out in the customs-controlled area or cargo terminal area. The following equipment and tools will be needed in performing the task: stationery, laptop with internet, work vehicles such as tricycles and motorcycles, mobile phone and safety gears.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Obtain Customs Release Order from customs department; 2. Obtain Delivery Order from shipping line; 3. Obtain due charges from terminal operator for payment; 4. Arrange delivery of goods from terminal operator; 5. Oversee the loading of goods onto the truck; 6. Finalise exit process of goods at the terminal; 7. Handle insurance for customers.		Detailed knowledge about: 1.0 Methods: This person performing this task must be able to briefly explain how to: 1.1. Establish formulas for check-up accuracy of various charges imposed by service provider(s) ;(e.g. detention/demurrage, handling, storage charges, etc.) 1.2. Create awareness on various tariff rates; 1.3. Identify different types of insurance; 1.4. Prepare marketing strategies. 2.0. Principles: The person must be able to explain the principles of: 2.1. Serving customers – First In, First-Out (FIFO). 3.0. Theories: The person must be able to briefly explain: 3.1. Basics of freight clearing and forwarding; 3.2. Shipping Practice; 3.3. Basic Laws in International trade and customs procedures; 3.4. Basic Elements of Transport and Logistics; 3.5. Basic Information and Communication Technology; 3.6. Internal /Standard Operating Procedures; (IOPs/SOPs) 3.7. International Delivery Terms (Incoterms); 3.8. Online application systems (TeSWS& TANCIS) ; 3.9. Terminal Operator(s) Rules, Regulations, and	

	Procedures; 3.10. Port Pricing and Tariffs; 3.11. Accountability. 4.0. Essential skills: 4.1. Communication skills; 4.2. Report writing skills; 4.3. Teamwork skills; 4.4. Driving Skills; 4.5. Entrepreneurship and business development; 4.6. Innovation; 4.7. Time management; 4.8. General computer application; 4.9. Records management. 5.0. Occupational qualities: 5.1. Customer care; 5.2. Integrity; 5.3. Transparency.
DESCRIPTION OF THE END PRODUCT/SERVICE	Arrangement for delivery of imported goods from point of delivery to point of destination is accomplished as per approved regulations.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Fundamentals Occupational Health and Safety; 2. Environmental Protection; 3. Terminal Operators Rules, Regulation, and Procedures.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF IMPORTER’S GOODS FROM CUSTOMS	DUTY NO	401
TASK TITLE	HANDOVER IMPORTED GOODS TO THE IMPORTERS	TASK NO	4015
PERFORMANCE CRITERIA	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.		
RANGE STATEMENT	The task will be carried out at terminal operators or client premises. The following equipment and tools will be needed in performing the task; delivery note book, tally sheet, mobile phone, handbag, official stamp, work vehicles such as tricycles and motorcycles and safety gear.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE	UNDERPINNING KNOWLEDGE		
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 quantity; 6. Hand-over goods and documents after tallying; 7. Sign goods received note/delivery note after handing over.	Detailed knowledge about: 1.0. Methods: 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 handover; (i.e. Delivery Note and other related documents) 1.3. Prepare truck(s) for loading cargo; 1.4. Conduct cargo tallying for verification of ordered quantity against delivered quality. 2.0. Principles: The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO). 3.0. Theories: The person must be able to briefly explain: 3.1. Basics of freight clearing and forwarding; 3.2. Basic Elements of Transport and Logistics; 3.3. Basic Information and Communication Technology; 3.4. Internal/Standard Operating Procedures (IOPs, SOPs); 3.5. Quality management system. 4.0. Essential skills: 4.1. Communication skills; 4.2. Report writing skills; 4.3. Teamwork skills; 4.4. Driving skills; 4.5. Entrepreneurship and business development; 4.6. Innovation;		

	4.7. General computer application. 5.0. Occupational qualities: 5.1. Customer care; 5.2. Integrity; 5.3. Transparency.
DESCRIPTION OF THE END PRODUCT/SERVICE:	Imported cargo successfully is handed over to importer as per approved Internal operating procedure (IOP).
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Fundamentals Occupational Health and Safety; 2. Standard Operating Procedure; 3. Basic Laws in International trade and customs procedures.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM FORWARDING OF EXPORTER’S GOODS TO CUSTOMS	DUTY NO	402
TASK TITLE	OBTAIN EXPORT DOCUMENTS FROM SHIPPER/ EXPORTER	TASK NO	4021
PERFORMANCE CRITERIA	The person performing this work must be able to verify the export documents from shipper /exporter in accordance with standard operating procedures.		
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 connection, stationery, stapler machine and pin, printer, photocopy machine, scanner, Customs Tariff Book, and means of transport.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE	UNDERPINNING KNOWLEDGE		
The person performing this task must be able do the following: 1. Verify the documents received from exporter or shipper; 2. Keep records of documents received from exporter; 3. Open files for further forwarding process; 4. Archive files after the exit of the goods.	Detailed knowledge about: 1.0. Methods: This person performing this task must be able to explain how to: 1.1. Verify the documents received from exporter or shipper; 1.2. Keep records of documents received from exporter; 1.3. Open files for further forwarding process. 2.0. Principles: The person must be able to explain the principles of: 2.1. Basic Laws in International trade and customs procedures. 3.0. Theories: The person must be able to explain: 3.1. Basics of freight clearing and forwarding; 3.2. Basic Elements of Transport and Logistics; 3.3. Basic Information and Communication Technology; 3.4. Internal/Standard Operating Procedures; (IOPs, SOPs) 3.5. Quality management system; 3.6. Various online applications. (i.e. Terminal Operators, OGDs and Customs) 4.0. Essential skills: 4.1. Communication skills; 4.2. Report writing skills; 4.4. Teamwork skills; 4.5. Driving skills; 4.6. Entrepreneurship and business development;		

	4.7. Innovation; 4.8. General computer application; 4.9. Time management. 5.0. Occupational Qualities 5.1. Customer care; 5.2. Integrity; 5.3. Transparency; 5.4. Respect.
DESCRIPTION OF THE END PRODUCT/SERVICE	Export documents filed as per approved operational procedures.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Fundamentals Occupational Health and Safety; 2. East Africa Community Custom Act 2004.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM FORWARDING OF EXPORTER’S GOODS TO CUSTOMS	DUTY NO	402
TASK TITLE	DECLARE EXPORT DOCUMENTS INFORMATION VIA ONLINE APPLICATION SYSTEM (OAS)	TASK NO	4022
PERFORMANCE CRITERIA	The person performing this work must be able to declare export documents information via online application system (OAS)as per approved rules and regulations.		
RANGE STATEMENT	The task will be carried out in the office, or anywhere with internet access. The following equipment and tools will be needed in performing the task; Computer, printer, photocopy machine, scanner, stationery, paper shredder, stapler machine and pin, mobile phone, custom tariff book and means of transport.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE	UNDERPINNING KNOWLEDGE		
The person performing this task must be able do the following: 1. Obtain shipping documents from receiving section; 2. Assign Harmonized System Code (HS Code) to each item as per EAC Customs Tariff book; 3. Declare items on the Customs online application system; 4. Respond to customs queries regarding HS Codes; 5. Receive final assessment from Customs department; 6. Handover file(s) to operations section.	Detailed knowledge about: 1.0. Methods: This person performing this task must be able to explain how to: 1.1. Assign HS code of the items; 1.2. Contact the exporter or shipper on due charges; 1.3. Respond to customs queries. 2.0. Principles: The person must be able to explain the principles of: 2.1. Declaring export goods. 3.0. Theories: The person must be able to briefly explain: 3.1. Record keeping management; 3.2. Customs valuation Method; 3.3. Shipping and Port operation skills; 3.4. International Delivery Terms; (Incoterms) 3.5. Online Computer Application Systems; 3.6. International trade; 3.7. HS code (harmonized system) theory; 3.8. Accountability. 4.0. Essential skills: 4.1. Communication skills; 4.2. Team work skills; 4.3. Driving skills; 4.4. Time management; 4.5. Contract management.		

	5.0. Occupational qualities: 5.1. Customer care; 5.2. Integrity; 5.3. Transparency; 5.4. Respect others.
DESCRIPTION OF THE END PRODUCT / SERVICE	Declaration of export documents is performed as per approved rules and regulations and a customs assessment document (TANSAD) is printed out.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Fundamentals Occupational Health and Safety; 2. East Africa Community Customs Management Act 2004; 3. Environment Protection; 4. Customs Procedures; 5. Terminal operator(s) rules and procedures; 6. Internal Operating Procedures (IOPs).

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM FORWARDING OF EXPORTER’S GOODS TO CUSTOMS	DUTY NO.	402
TASK TITLE	VERIFY DELIVERY OF EXPORT GOODS AT THE POINT OF EXIT IN A GOOD STATE OR CONDITION	TASK NO.	4023
PERFORMANCE CRITERIA	The person performing this task must be able to verify delivery of the export goods at the point of exit in a good state or condition in compliance with internal operating procedures and terminal operator(s) guidelines.		
RANGE STATEMENT	The task will be carried out in the customs area/cargo enrooted/terminal operator(s). The following equipment and tools will be needed in performing the task Laptop with internet access, file (s), stationery, customs and shipping line seal(s), and work vehicles such as tricycles and motorcycles.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE	UNDERPINNING KNOWLEDGE		
The person performing this task must be able do the following: 1. Organize with shipping line for empty container(s); 2. Collect shipping line seal(s); 3. Arrange transport for carrying empty container(s) from container depot to the point of exit; 4. Conduct cargo stuffing and physical verification procedures; 5. Obtain approval from OGDs; 6. Arrange consignment in a good order if container lock with seal(s) ; 7. Obtain customs release order.	Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Organize with shipping line for empty container(s); 1.2. Conduct cargo stuffing and physical verification; 1.3. Obtain OGDS approval; 1.4. Obtain customs release order. 2.0. Principles The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO). 3.0. Theories The person must be able to briefly explain: 3.1. Freight clearing and forwarding; 3.2. Laws in International trade and customs procedures; 3.3. Elements of Transport and Logistics; 3.4. Basic Information and Communication Technology; 3.5. Internal/Standard Operating Procedures. (IOPs, SOPs) 4.0. Essential skills 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. 5.0. Occupational qualities: 5.1. Customer care; 5.2. Integrity; 5.3. Transparency; 5.4. Respect others,
DESCRIPTION OF THE END PRODUCT/SERVICE	Export goods received at the point of exit in a good state or condition and a customs release order is obtained.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Fundamentals Occupational Health and Safety; 2. Environmental protection; 3. Customs Laws; 4. Legal and documentary aspects of the cargo insurance contract; 5. Cargo security Regulations and rules in Tanzania.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM FORWARDING OF EXPORTER’S GOODS TO CUSTOMS	DUTY NO	402
TASK TITLE	HANDOVER EXPORT GOODS TO THE RESPECTIVE CARGO HANDLER	TASK NO	4024
PERFORMANCE CRITERIA	The person performing this work must be able to deliver export goods to terminal operator(s) in a good condition/state in accordance with internal operating procedure, third part management contract and port guidelines.		
RANGE STATEMENT	The task will be carried out at the terminal operator(s). The following equipment and tools will be needed in performing the task: computer with internet access, file (s), stationery, Deliver Note, mobile phone and work vehicles such as tricycles and motorcycles.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Obtain customs Release Order; 2. Obtain terminal operators charges; 3. Follow up payment and get confirmation; 4. Obtain gate pass; 5. Enter trucks via a scanner; 6. Obtain scanner report; 7. Handover export cargo to the terminal operators with all relevant documents.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to briefly explain how to: 1.1. Obtain Customs Release Order; 1.2. Obtain terminal operators’ charges; 1.3. Follow up for payment and get confirmation; 1.4. Obtain gate pass; 1.5. Enter trucks via a scanner; 1.6. Obtain scanner report; 1.7. Handover export cargo to the terminal operators with all relevant documents. 2.0. Principles The person must be able to explain the principles of: 2.1. Request terminal operators’ charges; 2.2. Process for gate pass; 2.3. Handover export cargo to the terminal operators with all relevant documents. 3.0. Theories The person must be able to briefly explain: 3.1. Serving customers - First In, First-Out (FIFO) ; 3.2. Shipping and Port operation management; 3.3. Transport and Logistics aspects; 3.4. Port terminal and Airport ground handler(s) rate(s) /Tariffs; 3.5. Cargo Statistics; 3.6. General computer application;	

	3.7. Office Practice; 3.8. Internal Operating Standard Procedures (IOPs) ; 3.9. Handling of procedures for dangerous, perishable and live animals; 3.10. Terminal operators' guidelines. 4.0. Essential skills 4.1. Communication Skills; 4.2. Teamwork skills; 4.3. Driving skills; 4.4. Time management. 5.0. Occupational qualities: 5.1. Customer care; 5.2. Integrity; 5.3. Transparency; 5.4. Respect others.
DESCRIPTION OF THE END PRODUCT/ SERVICE	Export cargo is handed over to terminal operator in good state.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Fundamentals Occupational Health and Safety; 2. Customs Laws and regulation.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF TRANSIT/TRANSSHIPMENT GOODS FROM CUSTOMS	DUTY NO	403
TASK TITLE	OBTAIN TRANSIT DOCUMENTS FROM CONSIGNEE	TASK NO	4031
PERFORMANCE CRITERIA	The person performing this work must be able to verify and keep record of the transit cargo documents received from the consignee in compliance with Internal Operating Procedures.		
RANGE STATEMENT	The task will be carried out in the office or anywhere with internet access. The following equipment and tools will be needed in performing the task: computer, files, printer, scanner, photocopy machine, files, cabinet, stationery, and work vehicles such as tricycles and motorcycles.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Verify the shipping documents received from importer(s) or consignee; 2. Record the documents received in the register book; 3. Open file(s) for further clearing process; 4. Archive files after goods being cleared.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Verify shipping documents; 1.2. Access the e-filling system; 1.3. Communicate with customers regarding any discrepancy on the received documents; 1.4. Obtain shipment documents from various couriers. 2.0. Principles The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO). 3.0. Theories The person must be able to briefly explain: 3.1. Basic freight clearing and forwarding; 3.2. Transport and Logistics aspects; 3.3. Cargo Statistics; 3.4. General computer application; 3.5. Office Practice; 3.6. Internal Operating Standard Procedures (IOPs); 3.7. Customs formalities and procedures. 4.0. Essential skills 4.1. Communication skills; 4.2. Team work skills; 4.3. Driving skills; 4.4. Transparency; 4.5. Time management.	

	5.0. Occupational qualities: 5.1. Customer care; 5.2. Integrity; 5.3. Transparency; 5.4. Respect others.
DESCRIPTION OF THE END PRODUCT/SERVICE	Transit cargo documents received and filed successfully as per approved regulations.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. International trade; 2. Fundamentals of Occupational Health and Safety; 3. East African Community Customs Management Act.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF TRANSIT/TRANSSHIPMENT GOODS FROM CUSTOMS	DUTY NO	403
TASK TITLE	Declare Transit documents to the customs via online application systems	TASK NO	4032
PERFORMANCE CRITERIA	The person performing this work must be able to declare transit documents through customs online application system.		
RANGE STATEMENT	The task will be carried out in the office or anywhere with internet access. The following equipment and tools will be needed in performing the task: computer, files, printer, scanner, photocopy machine, files, cabinet, paper shredder, stationery, means of transport and Customs Tariff Book.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Verify the documents received from receiving section; 2. Track the shipment status whether arrived or not; 3. Assign the correct HS code of each item; 4. Declare item(s) on the Customs OAS; 5. Inform importer for wharfage payment; 6. Respond to all simple professional questions.		Detailed knowledge about:	
		1.0. Methods	
		This person performing this task must be able to explain how to:	
		1.1. Verify the documents received from receiving section; 1.2. Track the shipment status whether arrived or not. 1.3. Assign the correct HS code of each items; 1.4. Declare item(s) on the Customs OAS; 1.5. Handle dangerous goods, radioactive, live animals and toxic.	
		2.0. Principles	
		The person must be able to explain the principles of:	
		2.1. Internal/Standard Operating Procedures (IOPs); 2.2. Customs Online Application (TeSWS& TANCIS).	
		3.0. Theories	
		The person must be able to briefly explain:	
		3.1. Freight clearing and forwarding; 3.2. Customs valuation method; 3.3. Shipping and Port operation skills; 3.4. International Trade; 3.5. Clearance procedures for transit goods; 3.6. Knowledge and skills for handling files; 3.7. Declare the items as per EACCMA 2004.	
		4.0. Essential skills	
		4.1. Communication Skills; 4.2. Team work skills; 4.3. Driving skills; 4.4. Goal Oriented.	

	5.0. Occupational qualities: 5.1. Customer care; 5.2. Integrity; 5.3. Transparency; 5.4. Respect others.
DESCRIPTION OF THE END PRODUCT /SERVICE	Transit documents declared as per approved regulations and the Customs Assessment documents are printed out.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Fundamentals of Occupational Health and Safety; 2. Customs Law.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF TRANSIT/TRANSHIPMENT GOODS FROM	DUTY NO	403
TASK TITLE	SETTLE PAYMENT OF VARIOUS TRANSIT CHARGES	TASK NO	4033
Performance Criteria	The person performing this work must be able to collect related invoice(s) from service providers and settle payment(s) accordingly.		
Range statement	The task will be carried out in the office with internet access. The nature of the work requires minimal supervision. 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 Tariff Book, work vehicles such as tricycles and motorcycles, 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) INCLUDES: - SHIPPING CHARGES, TERMINAL OPERATOR CHARGES, AND IF ANY; 2. COUNTERCHECK THE CORRECTNESS OF THE RECEIVED INVOICE (S) ; 3. EFFECT PAYMENTS) ; 4. OBTAIN RECEIPT(S) FROM THE SERVICE PROVIDER(S) ; 5. HANDOVER RECEIPT(S) TO OPERATIONS SECTION FOR FURTHER PROCEDURES; 6. KEEP ALL COLLECTED INVOICE(S) AND RECEIPTS IN A RESPECTIVE FILE(S).		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Countercheck the correctness of the received invoice (s); 1.2. Collect receipt(s) from the service provider(s); 1.3. Handover receipt(s) to Operations section for further procedures; 1.4. Keep all collected invoice(s) and receipts in a respective file(s). 2.0. Principles The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO). 3.0. Theories The person must be able to briefly explain: 3.1. Terminal operator(s) tariff/Rates; 3.3. Freight clearing and forwarding; 3.4. Basic Elements of Transport and Logistics; 3.5. Shipping Practice; 3.6. Internal /Standard Operating Procedures (IOPs/SOPs) ; 3.7. International Delivery terms (Incoterms) ; 3.8. Online application systems (Terminal operators) ; 3.9. Tariff book of port dues and charges; 3.10. International trade.	

	4.0. Essential skills: 4.1. Finance and Accounting; 4.2. Basic Laws in International trade and customs procedures; 4.3. Basic Information and Communication Technology; 4.4. General Computer application; 4.5. Quality management system. 5.0. Occupational qualities: 5.1. Customer care; 5.2. Integrity; 5.3. Transparency; 5.4. Respect others.
DESCRIPTION OF THE END PRODUCT/SERVICE	Payment settled as per internal /standard operating procedures.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Customs laws (Formalities & procedures) ; 2. Fundamentals of Occupational Health and Safety; 3. Environmental Protection; 4. East African Community Customs Management Act 2004; 5. Finance Bill for the specific year; 6. Port Rules, Regulations, and Procedures.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF TRANSIT/TRANSHIPMENT GOODS TO CUSTOMS	DUTY NO	403
TASK TITLE	ARRANGE DELIVERY OF GOODS FROM THE POINT OF DELIVERY TO THE BORDER OF EXIT	TASK NO	4034
PERFORMANCE CRITERIA	The person performing this work must be able to carry out the processes and procedures to arrange delivery of goods from the point of delivery to boarder of exit in compliance with terminal operator(s) rules, regulations, and customs procedures.		
RANGE STATEMENT	The task will be carried in the operator’s areas 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, stationery (printer, photocopy machine & scanner, stapler, files, punch machine, file cabinet(s)), Port Tariff Book, work vehicles such as tricycles and motorcycles and safety gears.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Obtain delivery order from shipping line for the goods arrived by sea; 2. Deliver invoice(s) to customer to effect payment; 3. Verify payment; 4. Keep all invoices and receipt in a respective file; 5. Respond to all queries raised; 6. Arrange truck(s) for cargo transport; 7. Prepare the gate pass; 8. Enter the truck for cargo loading; 9. Administer cargo-truck exit; 10. Prepare movement sheet that shows the check point to be used against road selection; 11. Obtain approval for movement sheet, permit and shipping documents accompanied by T1/sub T1 from customs at exit boarder; 12. Organize normal physical		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Obtain delivery order from shipping line for the cargo arrived by sea; 1.2. Verify payment; 1.3. Arrange truck(s) for cargo transport; 1.4. Obtain cargo gate pass; 1.5. How to obtain the approval for movement sheet, movement transport order, license and shipping documents, and T1. 2.0. Principles The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO). 3.0. Theories The person must be able to briefly explain: 3.1. Basics offreight clearing and forwarding; 3.2. Transport and Logistics; 3.3. Internal Operating Standard Procedures (IOPs) ; 3.4. Online application systems (Terminal operators) ; 3.5. International trade; 3.6. Quality management system.	

verification and lock with security seal(s) ; 13. Obtain release for transit.	4.0. Essential skills 4.1. Communication skills; 4.2. Customer care; 4.3. Focus on audience's needs; 4.4. Use voice effectively; 4.5. General computer application. 5.0. Occupational qualities 5.1. Customer care; 5.2. Integrity; 5.3. Transparency; 5.4. Respect others.
DESCRIPTION OF THE END PRODUCT/ SERVICE	Arrangement for delivery of goods from the point of delivery to the border of exit accomplished as per approved regulations.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Basic Laws in International trade and customs procedures; 2. Customs laws (Formalities & procedures); 3. Fundamentals of Occupational Health and Safety; 4. Environmental protection.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF TRANSIT/TRANSHIPMENT GOODS TO CUSTOMS	DUTY NO	403
TASK TITLE	VERIFY THE COMPLETION OF THE EXIT PROCESS OF CARGO AT THE BORDER	TASK NO	4035
PERFORMANCE CRITERIA	The person performing this work must be able to verify the completion of the exit process of goods at the border.		
RANGE STATEMENT	The task will be carried out in the customs control area. The following equipment and tools will be needed in performing the task, all required documents and permit(s), laptop connected with internet, files, mobile phone, stationery (stapler, punch machine), and work vehicles such as tricycles and motorcycles.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE	UNDERPINNING KNOWLEDGE		
The person performing this task must be able do the following: 1. Prepare movement sheet that shows the check point to be used against road selection; 2. Obtain approval for movement sheet, permit and shipping documents accompanied by T1/sub T1 from customs at exit boarder; 3. Finalize cargo exit process with customs office at the respective border; 4. Cooperate with customs goods inspection.	Detailed knowledge about: 1.1. Methods This person performing this task must be able to explain how to: 1.1. Prepare movement sheet that shows the check point to be used against road selection; 1.2. Get approval for movement sheet, permit and shipping documents accompanied by T1/sub T1 from customs at exit boarder; 1.3. Finalize cargo exit process with customs office at the respective border; 1.4. Internal/Standard Operating Procedures (IOPs). 2.0. Principles The person must be able to explain the principles of: 2.1. Serve customers – (First In First Out FIFO). 3.0. Theories The person must be able to briefly explain: 3.1. Port and Shipping management; 3.2. Logistics and Transport concept; 3.3. Customs valuation; 3.4. Customs procedures. 4.0. Essential skills 4.1. Communication skills; 4.2. Teamwork skills; 4.3. Driving skills; 4.4. Innovation; 4.5. Computer application; 4.6. Punctuality;		

	4.7. Entrepreneurship and business development; 4.8. Records management. 5.0. Occupational qualities 5.1. Customer care; 5.2. Integrity; 5.3. Transparency; 5.4. Respect others.
DESCRIPTION OF THE END PRODUCT/SERVICE	Completed procedures for verification of cargo at exit boarder.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Fundamentals of Occupational Health and Safety; 2. Customs Laws and Act (i.e. East Africa Community Customs Act 2004).

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF GOODS FOR OTHER IMPORT /EXPORT PROCEDURES	DUTY NO	404
TASK TITLE	PERFORM PRELIMINARY PREPARATION OF SHIPPING DOCUMENTS	TASK NO	4041
PERFORMANCE CRITERIA	The person performing this work must be able to Obtain 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 receiving supervisor. 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), and Customs Tariff Book.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Obtain import/export cargo documents from the importer; 2. Check the completeness of the shipping documents; 3. Open Consignment files after receiving all documents; 4. Hand over the file to Classification and declaration subsection for next procedures; 5. Archive file(s) after goods cleared.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Obtain the documents from clients; 1.2. Check the completeness of the shipping documents; 1.3. Identify the required documents for declaration; 1.4. Open the consignment file(s). 2.0. Principles The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO). 3.0. Theories The person must be able to briefly explain: 3.1. Basics offreight clearing and forwarding; 3.2. Basic Laws in International trade and customs procedures Internal Operating Standard Procedures (IOPs) ; 3.3. Basic Elements of Transport and Logistics; 3.4. Basic Information and Communication Technology; 3.5. Online application systems (TeSWS & TANCIS) ; 3.6. Internal Operating Standard Procedures (IOPs) ; 3.7. International Delivery terms (Incoterms); 3.8. International trade; 3.9. Quality management system. 4.0. Essential skills 4.1. Communication skills; 4.2. Report writing skills;	

	4.3. Teamwork skills; 4.4. Driving skills; 4.5. Entrepreneurship and business development; 4.6. Innovation; 4.7. General Computer application. 5.0. Occupational qualities 5.1. Customer care; 5.2. Integrity; 5.3. Transparency; 5.4. Respect others.
DESCRIPTION OF THE END PRODUCT/SERVICE	Shipping documents filed as per operational procedures.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Customs laws (Formalities & procedures); 2. Fundamentals of Occupational Health and Safety; 3. Cargo security Regulations and rules in Tanzania; 4. Legal and documentary aspects of the cargo insurance contract.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF GOODS FOR OTHER IMPORT /EXPORT PROCEDURES	DUTY NO	404
TASK TITLE	DECLARE SHIPPING DOCUMENTS INFORMATION TO THE CUSTOMS VIA APPLICATION SYSTEMS	TASK NO	4042
PERFORMANCE CRITERIA	The person performing this task must be able to carry out the processes and procedures for the customs declaration of goods in accordance with the EACCMA 2004.		
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, stationary (sapler, files, punch machine, paper shredder, file cabinet), and Customs Tariff Book.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Obtain shipping documents from receiving section; 2. Assign Harmonized System Code (HS Code) to each item as per EAC Customs Tariff book; 3. Declare items on the Customs online application system; 4. Respond to customs queries regarding HS Codes; 5. Obtain final assessment from Customs to effect payments; 6. Handover file(s) to operations section.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Declare import items online; 1.2. Identify HS code; 1.3. Identify the required documents for declaration; 1.4. Get appropriate taxes and duties. 2.0. Principles 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; 2.3. Obtaining customs assessment document. 3.0. Theories The person must be able to briefly explain: 3.1. Basics offreight clearing and forwarding; 3.2. Basic Laws in International trade and customs procedures; 3.3. Basic Elements of Transport and Logistics; 3.4. Basic Information and Communication Technology; 3.5. Online application systems (TeSWS& TANCIS) ; 3.6. International trade. 4.0. Essential skills 4.1. Communication skills; 4.2. Report writing skills; 4.3. Teamwork skills;	

	4.4. Driving skills; 4.5. Entrepreneurship and business development; 4.6. Innovation. 5.0. Occupational qualities 5.1. Customer care 5.2. Integrity 5.3. Transparency 5.4. Respect
DESCRIPTION OF THE END PRODUCT/ SERVICE	Final customs assessment document (TANSAD) printed and filed as per Internal /Standard Operating Procedures (IOPs/SOPs).
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Customs laws (Formalities & procedures) ; 2. Fundamentals of Occupational Health and Safety; 3. Cargo security Regulations and rules in Tanzania; 4. Legal and documentary aspects of the cargo insurance contract.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF GOODS FOR OTHER IMPORT /EXPORT PROCEDURES	DUTY NO	404
TASK TITLE	VERIFY IMPORTED/EXPORTED GOODS AT CUSTOMS CONTROLLED AREAS WITH OTHER GOVERNMENT DEPARTMENTS (OGDS	TASK NO	4043
PERFORMANCE CRITERIA	The person performing this work must be able to carry out the physical verification of goods at customs-controlled areas in compliance with the EACCMA 2004 and Cargo handlers’ procedures.		
RANGE STATEMENT	The task will be carried out in the field areas. The work is supervised by Operational supervisor. The following equipment and tools should be available to help in performing the task which include a laptop with an internet connection, stationery (stapler, files, punch machine), handbag, uniform, safety gears (e.g. gloves, reflector, safety boots, rain coat, etc.), security seal (s), transport services (vehicle or tricycle/motorcycle).		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Receive consignment file(s) from declaration team; 2. Check its completeness and correctness of the documents received; 3. Conduct booking for physical verification in the TeSWS with intact documents; 4. Conduct booking for physical verification at cargo handler(s) for issuance of verification charges; 5. Obtain verification charges and effect payment; 6. Follow up for proof of payment of verification charges; 7. Confirm its reflection through Payment systems; 8. Obtain confirmation of placing cargo at verification bay; 9. Submit verification file to		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Conduct booking for physical verification; 1.2. Prepare consignment file(s) for verification; 1.3. Lodge file(s) for verification at Customs and other OGDs; 1.4. Obtain release order from the Customs; 1.5. Identify the required documents for declaration. 2.0. Principles 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. 3.0. Theories The person must be able to briefly explain: 3.1. Basics offreight clearing and forwarding; 3.2. Basic Laws in International trade and customs procedures; 3.3. Basic Elements of Transport and Logistics; 3.4. Basic Information and Communication Technology.	

Customs and OGDs office to assign officers for verification; 10. Conduct cargo physical verification with Customs and OGDs officers at verification bay as per booking date; 11. Lock Container with security Seal; 12. Follow up for remarks from Customs and OGDs officers; 13. Follow up with permits subsection to ensure remarks are accepted; 14. Follow up for release from OGDs; 15. Collect Customs Release Order from Tanzania Revenue Authority.	4.0. Essential skills: 4.1. Communication skills; 4.2. Report writing skills; 4.3. Teamwork skills; 4.4. Driving skills; 4.5. Entrepreneurship and business development. 5.0. Occupational qualities 5.1. Customer care; 5.2. Integrity; 5.3. Transparency; 5.4. Respect others.
DESCRIPTION OF THE END PRODUCT/SERVICE	Customs Release Order (CRO) from Tanzania Revenue Authority is obtained after verification of goods.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Online application systems (TeSWS& TANCIS) ; 2. Customs laws (Formalities & procedures) ; 3. International trade; 4. Fundamentals of Occupational Health and Safety; 5. Internal Operating Standard Procedures (IOPs) ; 6. International Delivery terms (Incoterms).

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF GOODS FOR OTHER IMPORT /EXPORT PROCEDURES	DUTY NO	404
TASK TITLE	SETTLE PAYMENT OF VARIOUS CHARGES	TASK NO	4044
PERFORMANCE CRITERIA	The person performing this work must be able to collect related invoice(s) from service providers and settle payment(s) accordingly.		
RANGE STATEMENT	The task will be carried out in the office with internet access. The nature of the work requires minimal supervision 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 Tariff Book,, work vehicles such as tricycles and motorcycles, 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) includes: shipping charges, corridor levy, port charges, etc; 2. Countercheck the correctness of the received invoice (s) ; 3. Effect payments and get a confirmation for payment(s) ; 4. Obtain receipt(s) from the service provider(s) ; 5. Handover receipt(s) to Operations section for further procedures; 6. Keep all collected invoice(s) and receipts in a respective file(s).		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Request for all related invoice(s) includes: shipping charges, corridor levy, port charges, and if any; 1.2. Handover receipt(s) to Operations al section for further procedures; 1.3. Keep all collected invoice(s) and receipts in a respective; 1.4. Request for all related invoice(s) includes: - shipping charges, corridor levy, port charges, etc; 1.5. Handover receipt(s) to Operations section for further procedures; 1.6. Keep all collected invoice(s) and receipts in a respective file(s). 2.0. Principles The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO). 3.0. Theories The person must be able to briefly explain: 3.1. Finance and Accounting; 3.2. Freight clearing and forwarding; 3.3. Shipping Practice; 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. Customs laws (Formalities & procedures) ; 3.9. Online application systems (TeSWS & TANCIS) ; 3.10. International trade; 3.11. Quality management system; 3.13. International Delivery terms (Incoterms); 3.14. Online application systems (Terminal operators) ; 3.15. Port Pricing and Tariffs; 3.16. Accountability. 4.0. Essential skills 4.1. Communication skills; 4.2. Report writing skills; 4.3. Teamwork skills; 4.4. Driving skills; 4.5. Entrepreneurship and Business development; 4.6. Innovation; 4.7. Time Management; 4.8. General Computer application. 5.0. Occupational qualities 5.1. Customer care; 5.2. Integrity; 5.3. Transparency; 5.4. Respect others.
DESCRIPTION OF THE END PRODUCT/SERVICE:	Payment to the service provider is settled as per internal/standard operating procedures.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Fundamentals of Occupational Health and Safety; 2. Environmental Protection; 3. Port Rules, Regulations, and Procedures.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF GOODS FOR OTHER IMPORT /EXPORT PROCEDURES	DUTY NO	404
TASK TITLE	ARRANGE DELIVERY OF GOODS FROM THE POINT OF DELIVERY TO POINT OF DESTINATION	TASK NO	4045
PERFORMANCE CRITERIA	The person performing this task must be able to carry out the processes and procedures to arrange delivery of goods from the point of delivery to point of destination in compliance with terminal operators’ rules, regulations, and procedures.		
RANGE STATEMENT	The task will be carried out in the operator’s areas 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, stationery (stapler, files, punch machine, file cabinet(s)), Port Tariff Book, work vehicles such as tricycles and motorcycles and safety gears.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Obtain Delivery Order (DO) and Customs Release Order (CRO) and proof of payment (s); 2. Request truck details from the transporter; 3. Lodge all required documents and details for the truck through terminal operator online application to process gate pass from cargo keeper; 4. Enter truck(s) for cargo loading; 5. Process gate pass for cargo to get out; 6. Confirm cargo arrival and offloading to consignee premises; 7. Communicate with Shipping subsection to confirm on container returning date.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Trace the shipment at cargo keeper premises; 1.2. Obtain delivery order from shipping line for the cargo arrived by sea; 1.3. Confirm payment; 1.4. Arrange truck(s) for cargo transport; 1.5. Obtain cargo gate pass. 2.0. Principles The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO). 3.0. Theories The person must be able to briefly explain: 3.1. Basics of Finance and Accounting Internal/Standard; 3.3. Basics of freight clearing and forwarding; 3.4. Shipping Practice; 3.5. Basic Laws in International trade and customs procedures; 3.6. Basic Elements of Transport and Logistics; 3.7. Basic Information and Communication Technology;	

	3.8. International trade; 3.9. Internal /Standard Operating Procedures (IOPs/SOPs) ; 3.10. International Delivery terms (Incoterms); 3.11. Online application systems (TeSWS& TANCIS) ; 3.12. Quality management system. 4.0. Essential skills 4.1. Communication skills; 4.2. Report writing skills; 4.3. Teamwork skills; 4.4. Driving skills; 4.5. Entrepreneurship and Business development; 4.6. Innovation; 4.7. Time Management; 4.8. General computer application. 5.0. Occupational qualities 5.1. Customer care; 5.2. Integrity; 5.3. Transparency; 5.4. Respect others.
DESCRIPTION OF THE END PRODUCT/SERVICE	Management for delivery of goods from point of delivery to point of destination accomplished as per approved regulations.
CIRCUMSTANTIAL KNOWLEDGE	1. Port Rules, Regulation, and Procedures; 2. Customs laws (Formalities & procedures) ; 3. Fundamentals of Occupational Health and Safety; 4. Online application systems (Operators) ; 5. Environmental Protection; 6. Port Pricing and Tariffs.

TABLE 1: DACUM CHARTS FOR FREIGHT CLEARING AND FORWARDING TECHNICIANS – NTA 4

DUTIES	TASKS	ENABLERS
1. Perform clearance of importer's goods to customs	1.1 Handle Shipping Documents from Importers or Consignee. 1.2 Declare shipping documents to customs department. 1.3 Verify importers goods at Customs Area with other government departments (OGD's) . 1.4 Arrange delivery of imported goods to the importer's premises or destination. 1.5 Handover imported goods and other related documents to the importers.	Generic skills and knowledge Communication Skills Managerial skills Customer Care skills General Computer application knowledge and skills Driving skills Health, Safety and security knowledge Tools and Equipment Computer and printer Photocopy Machine with Scanner Internet Materials Hand Bags Means of Transport PPES like Reflectors, Head protector, Safety boots ,rain coats Worker behaviours Team work Integrity Innovation Accountability Transparent Goal oriented Proactive
2. Perform clearance of exporter's goods to customs	2.1 Receive Export Documents from Shipper/Exporter. 2.2 Declare export documents information to the customs via online application systems (OAS) . 2.3 Confirm delivery of export goods at the point of exit in a good status or condition. 2.4 Handle over export goods to the respective cargo handler.	
3. Perform clearance of Transit /Transshipment goods to Customs	3.1 Receive Transit Documents from Consignee/Shipper 3.2 Declare Transit document to the customs via online application systems 3.3 Settle payment of various transit charges 3.4 Arrange delivery of goods from the point of delivery to the border of exit 3.5 Verify the completion of the exit process of Cargo at the border	

4. Perform clearance of goods for other Import/export procedures	4.1 Receive Shipping Documents from Consignee/Shipper. 4.2 Declare shipping documents information to the customs via online application systems. 4.3 Verify imported/exported goods at Customs controlled areas with other government departments (OGD's) . 4.4 Settle payment of various charges. 4.5 Arrange delivery of goods from the port of delivery to point of destination.	
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