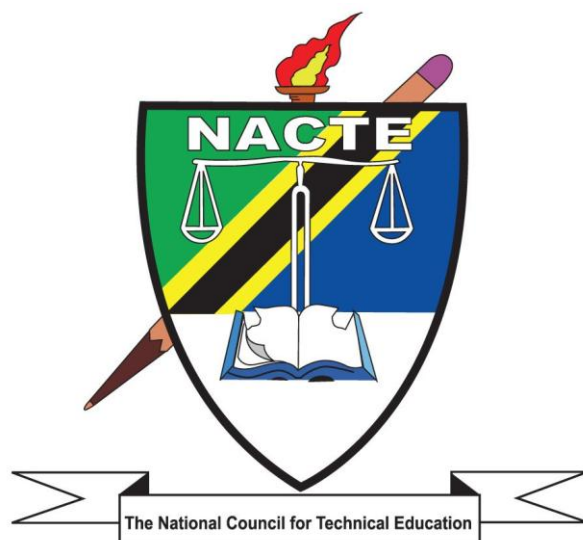


NATIONAL COUNCIL FOR TECHNICAL EDUCATION



NOVEMBER 2022

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

OCCUPATION: FREIGHT CLEARING AND FORWARDING

LEVEL: NTA 6

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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 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:

S/N	Name	Designation	Organization
1	Eng. Sharif Z. Mwangi	Lecturer	Dar es Salaam Institute of Technology (DIT)
2	Dr. Cecilia China	Researcher	Tanzania Industrial Research

S/N	Name	Designation	Organization
			and Development Organization (TIRDO)
3	Dr. Rashid Suleiman	Lecturer	Sokoine University of Agriculture (SUA)

Besides, the Council wishes to further make the occupational standards more international and accelerate the modernization and internationalization of industries so as to promote the connection between Tanzania and international market and expand development potentials. Therefore, the Council invited the China-Africa Vocational Education Union, the China-Africa (Chongqing) Vocational Education League, and Chinese vocational colleges to participate in the development, revision and review of occupational standard documents. With their rich work experience in vocational education, the Council provides assistance for the vocational education and relevant industrial development of Tanzania relying China's advanced and complete chain industry and China's position in the international market.

Therefore, I want to express my sincere gratitude to this professional team consisting of multiple Chinese universities and colleges and relevant experts. I'd like to thank them for their hard efforts and devotions, and for using their intelligence and experience for the preparation of this document. Thank the following organisations and experts for their support:

S/N	Organization	Name	Professional Title / Professional Field
1	Chongqing Business Vocational College	Zhao Lianming	Professor / logistics and supply chain management
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6		He Nan	Lecturer / international trade

7		Du Jiaojiao	Teaching assistant / regional logistics
8		Wang Qiurong	Lecturer / business English

Finally, I'd like to thank all stakeholders in the project approval process for their strong support. Thank you for their valid content and the expert opinions and advice on the preparation of this public-oriented document.

Dr. A. B. Rutayuga
Executive Secretary

Dar es Salaam
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 programme 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 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 (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 competency-based training (CBET) programmes. 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 FORWARDING TECHNICIAN LEVEL 6

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHINICIAN	OCCUPATION CODE	
DUTY TITLE	MANAGE FREIGHT CLEARING AND FORWARDING ACTIVITIES	DUTY NO.	601
TASKTITLE	PREPARE DOCUMENTS RELATED TO CUSTOMS CLEARANCE	TASK NO	6011
PERFORMANCE CRITERIA	The person executing the task must be able to perform and supervise customs declaration of goods as stipulated in the East African Customs Management Act of 2004.		
RANGE STATEMENT	The task will be carried out in the office which comprises with the number of declaration officer(s) who daily perform declaration in the customs online application system. The under-mentioned equipment(s)/tools will be needed in executing the task: computer, printer, scanner, photocopy machine and stationery items.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Establish communication flow with client(s) (Importer & Exporter); 2. Assign the declaration system account to each staff; 3. Establish mechanism which facilitates timely application of permit(s) for every incoming shipment(s); 4. Plan out the shipping activities such as process of obtaining delivery order.		Detailed knowledge about: 1.0. Methods The person performing this task must be able to explain how: 1.1. Declare documents on Customs online application system (OAS); 1.2. Correct HS code identified and assigned; 1.3. Describe shipping documents required on customs declaration; 1.4. Perform Customs’ valuation. 2.0. Principle The person must be able to explain the principles of guiding Customs clearing procedures. 3.0. Theories 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. Transport and Logistics; 3.4. Legal and documentary aspects of the cargo insurance contract; 3.5. Import and export permit procedures; 3.6. International Delivery terms (Incoterms) ; 3.7. Operating Standard Procedures (IOPs) ; 3.8. Internal/Standard operating procedures; 3.9. International trade. 4.0. Essential skills 4.1. Communication skills; 4.2. Customer care.	

	4.3. Accountability; 4.4. Negotiation skills; 4.5. General computer application. 5.0. Occupational qualities 5.1. Integrity 5.2. Innovation 5.3. Environmental protection
DESCRIPTION OF THE END PRODUCT / SERVICE	Final assessment (TANSAD)is obtained as per SOP.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Customs laws (Formalities & procedures) ; 2. Customs Laws and procedures /nomenclature and classification/rule of origin/method of valuation; 3. Cargo security Regulations and rules in Tanzania.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHINICIAN	OCCUPATION CODE	
DUTY TITLE	MANAGE FREIGHT CLEARING AND FORWARDING ACTIVITIES	DUTY NO.	601
TASK TITLE	CUSTOMS FIELD INSPECTION	TASK NO.	6012
PERFORMANCE CRITERIA	The person must be able to oversee/supervise various activities performed at terminal area such as lading, booking of Cargo Cargo inspection and delivery as per approved procedures.		
RANGE STATEMENT	The task will be organized in the office and performed at terminal. The following equipment(s) and tool(s) will be used in executing the task: relevant files, personal protective equipment and means of transport (vehicle, tricycle, motorcycles).		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Organise file(s) with a full set of shipping documents that are relevant for field inspection; 2. Assign file(s) to the corresponding departments; 3. Arrange field inspection of goods; 4. Organise field inspection of goods with Customs and OGD's; 5. Obtain customs and OGD's approval.		Detailed knowledge about: 1.0. Methods The person performing this task must be able to explain how to: 1.1. Organise file(s) for field inspection of goods; 1.2. Assign files to the respective officer(s) for inspection verification of goods; 1.3. Organise field inspection of goods with customs and OGD's; 1.4. Obtain cargo approval/release from Customs and OGD's. 2.0. Principle The person must be able to explain the principles of: 2.1. Obtaining Import and export permit; 2.2. Inspect cargo; 2.3. Cargo classification. 3.0. Theories The person must be able to explain: 3.1. Basic in freight clearing and forwarding; 3.2. Basic Laws in International trade; 3.3. Transport and Logistics; 3.4. Shipping and port operation; 3.5. Skills for handling dangerous cargo, perishable goods and live animals Internal; 3.6. Operating Standard Procedures (IOPs) ; 3.7. Terminal operating procedures; 3.8. International Delivery terms (Incoterms). 4.0. Essential skills	

	4.1. Communication skills; 4.2. Report writing skills; 4.3. Team work skills; 4.4. Customer care; 4.5. Driving skills; 4.6. Goal oriented. 5.0. Occupational qualities 5.1. Integrity; 5.2. Innovation; 5.3. Environmental protection.
DESCRIPTION OF THE END PRODUCT / SERVICE	Customs release is obtained as per IOP and SOP.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: Customs laws (Formalities & procedures).

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHINICIAN	OCCUPATION CODE	
DUTY TITLE	MANAGE FREIGHT CLEARING AND FORWARDING ACTIVITIES	DUTY NO.	601
TASK TITLE	SUPERVISE GOOD CLEARING AND FORWARDING BILLING	TASK NO.	6013
PERFORMANCE CRITERIA	The person performing the task must be able to identify the company tariff rate and the charging mechanism established.		
RANGE STATEMENT	The task will be carried out in the office or in any place. The following equipment(s) and tool(s) will be needed in executing the task; Computer and stationery items.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Organise file(s) of which the goods are expected to be delivered or already delivered at the customs; 2. Categorise files depending on the value or nature of the goods in order to issue customer invoice(s); 3. Keep records of all files that require billing; 4. Generate invoice(s) whether manually or electronically to customer(s) ; 5. Share invoice to customer for due charges; 6. Issue receipt(s) and keep records to the respective file(s) ; 7. Prepare financial statement for each transaction received.		Detailed knowledge about: 1.0. Methods The person performing this task must be able to explain how to: 1.1. Organise the file(s) for the goods that expected to be delivered or already delivered; 1.2. Categorise the goods for billing process; 1.3. Generate invoice for billing purpose; 1.4. Keep records of invoice(s) and receipt(s) issued; 1.5. Prepare financial statement. 2.0. Principle The person must be able to explain the principles: 2.1. Guide the keeping of records. 3.0. Theories 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. Transport and Logistics; 3.4. Internal Operating procedures. 4.0. Essential skills 4.1. Communication skills; 4.2. Customer care; 4.3. Finance and accounting skills; 4.4. Negotiation skills; 4.5. General computer application. 5.0 Occupational qualities 5.1. Integrity; 5.2. Innovation; 5.3. Environmental protection.	

DESCRIPTION OF THE END PRODUCT/SERVICE	Supervision of charging and billing activities is performed as per approved procedures.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: <ol style="list-style-type: none"> 1. General knowledge in accounting software (e.g. Epicor); 2. Customs laws (Formalities & procedures) ; 3. Financial regulation 2011; 4. Internal Pricing policy; 5. Accounting manual procedures.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHINICIAN	OCCUPATION CODE	
DUTY TITLE	MANAGE FREIGHT CLEARING AND FORWARDING ACTIVITIES	DUTY NO.	601
TASK TITLE	GOODS TRACKING	TASK NO.	6014
PERFORMANCE CRITERIA	The person performing this task must be able to track goods as per internal operating procedures.		
RANGE STATEMENT	The task will be carried out in the office. The following equipment(s) and tool(s) will be needed in executing the task: personal protective equipment, computer, printer, stationery items, vehicles and area for tracks maintenance & repair.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Oversee all transportation activities by planning routes and load scheduling for deliveries; 2. Develop transportation relationships with all partners (e.g. customer(s), terminal operator(s) to ensure effectively and efficiently smooth operation; 3. Reduce transport costs by negotiating and bargaining transportation prices; 4. Conduct and manage port clearance operations to control carrier deliveries, loading requirements and loading or offloading capabilities; 5. Oversee truck maintenance and repair; 6. Establish guidelines which ensure vehicles are operated safely. 7. Prepare daily, weekly and monthly report regarding all aspects of transport operations.		Detailed knowledge about: 1.0. Methods The person performing this task must be able to explain how to: 1.1. Plan routes and load scheduling for deliveries; 1.2. Develop relationships with all partners in transport sector; 1.3. Monitor transport costs; 1.4. Conduct port clearance operations and control carrier deliveries; 1.5. Oversee truck maintenance and repair; 1.6. Establish dispatching schemes which ensure a safe vehicles operation. 2.0. Principle: The person must be able to explain the principles of 2.1. Guiding vehicle preventive maintenance. 3.0. Theories The person must be able to explain: 3.1. Transport economics; 3.2. Logistics aspects; 3.3. Cargo Handling management; 3.4. Route optimization; 3.5. Fuel Management; 3,6, Internal Operating Procedures; 3.7. Road safety; 3.8. Fleet management policy; 3.9. Insurance. 4.0. Essential skills	

	<p>4.1. Communication skills; 4.2. Customer care; 4.3. Ethics and integrity; 4.4. Leadership; 4.5. Report writing skills; 4.6. Reliability; 4.7. Teamwork; 4.8. Excellent geographical knowledge; 4.9. Management and coordination skills; 4.10. Fleet management software; 4.11. International trade; 4.12. General computer application.</p> <p>5.0. Occupational qualities 5.1. Morality and honesty; 5.2. Teamwork; 5.3. Management and coordination skills; 5.4. Environmental protection.</p>
DESCRIPTION OF THE END PRODUCT /SERVICE	Supervision of transport activities is performed as per approved regulations.
CIRCUMSTANTIAL KNOWLEDGE	<p>Detailed knowledge about: Road safety and security.</p>

OCCUPATION	FREIGHT CLEARING AND FOWARDING	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF DANGEROUS CARGO FOR IMPORT AND EXPORT	DUTY NO.	602
TASK TITLE	COLLECT AND INSPECT SHIPPING DOCUMENTS OF DANGEROUS GOODS PROVIDED BY IMPORTERS/EXPORTERS AND PREPARE CLEARANCE DOCUMENTS	TASK NO.	6021
PERFORMANCE CRITERIA	The person performing this work must be able to prepare the clearance documents for dangerous cargo in accordance with the EACCMA 2004 and Internal operating procedures.		
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 REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Obtain relevant documents from importers/exporters and verify document information, like whether the deadweight carrying capacity, code, identification, and label match the actual goods; 2. Prepare relevant documents required for the declarations of dangerous goods; 3. Establish a special folder for this batch of goods after the full set of documents is prepared; 4. Hand over the file to 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 required documents from customers; 1.2. Check the consistency of the obtained documents with the goods information and the completeness of the documents; 1.3. Prepare the full set of documents as per the customs declaration requirements; 1.4. Establish a special folder for this batch of goods. 2.0. Principles The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO) ; 2.2. Record keeping management. 3.0. Theories The person must be able to explain: 1.1. Clearing and forwarding of dangerous goods; 1.2. The Internal Operating Standard Procedures (IOPs) of the clearing and forwarding of dangerous goods; 1.3. Supervision measures of customs and relevant departments for the clearing and forwarding of dangerous goods;	

	<p>1.4. International Delivery terms (Incoterms).</p> <p>4.0. Essential skills</p> <p>4.1. Communication skills;</p> <p>4.2. Customer care;</p> <p>4.3. Accountability;</p> <p>4.4. Report writing skills;</p> <p>4.5. General computer application;</p> <p>4.6. Archive management skills.</p> <p>5.0. Occupational qualities</p> <p>5.1. Integrity;</p> <p>5.2. Innovation.</p>
DESCRIPTION OF THE END PRODUCT / SERVICE	As per the supervision requirements of customs and relevant departments and the internal operating procedures, prepare the full set of clearance and shipping documents for dangerous goods, hand then over to corresponding departments, and archive the entire set of data.
CIRCUMSTANTIAL KNOWLEDGE	<p>Detailed knowledge about:</p> <ol style="list-style-type: none"> 1. Customs laws (Formalities & procedures) ; 2. Fundamentals of Occupational Health and Safety; 3. Cargo security Regulations and rules in Tanzania; 4. East African Community Customs Management Act.

OCCUPATION	FREIGHT CLEARING AND FOWARDING	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF DANGEROUS CARGO FOR IMPORT AND EXPORT	DUTY NO.	602
TASK TITLE	DECLARE SHIPPING DOCUMENTS AND INFORMATION TO CUSTOMS THROUGH ONLINE APPLICATION SYSTEM	TASK NO.	6022
PERFORMANCE CRITERIA	The person performing this task must be able to carry out the processes and procedures for the customs declaration of Dangerous Cargo 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, stapler, files, punch machine, paper shredder, file cabinet and stationery.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Determine the danger type, packaging type (excluding bulk goods), United Nations Dangerous Goods Number (UN No.), and United Nations Dangerous Goods Packaging Marking (packaging UN marking) (excluding bulk goods) for the dangerous goods to be declared; 2. Declare inspection for dangerous goods to customs, apply for the packaging code, marking, performance, use identification and inspection of the goods, and cooperate in the customs inspection; 3. Declare items on the Customs online application system; 4. Respond to customs queries regarding HS Codes; 5. Accept the customs’ evaluation feedback and conduct the modification and cancellation of customs declaration. Pass the final evaluation and		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Declare dangerous cargo on online application system; 1.2. Classify and assign correct HS code; 1.3. Identify the required documents for declaration; 1.4. Determine appropriate levies, taxes and duties. 2.0. Principles The person must be able to explain the principles of serving customers – First in – First Out. 3.0. Theories The person must be able to explain: 3.1. Basic in freight clearing and forwarding; 3.2. Basic knowledge of dangerous goods classification; 3.3. Knowledge of dangerous goods category and packing mark; 3.3. Shipping and port operation; 3.4. Skill to handle dangerous goods 3.5. Knowledge of customs electronic clearance system; 3.6. Common parameter codes of customs clearance information-based system; 3.7. Specifications for customs declaration filling; 3.8. Knowledge of import and export tax payment.	

<p>complete the payment;</p> <p>6. Handover file(s) to operations section.</p>	<p>4.0. Essential skills</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. Goal oriented;</p> <p>4.6. General computer application;</p> <p>4.7. Quality management system.</p> <p>5.0. Occupational qualities</p> <p>5.1. Integrity;</p> <p>5.2. Innovation;</p> <p>5.3. Environmental protection.</p>
DESCRIPTION OF THE END PRODUCT / SERVICE	Declaration of shipping documents for dangerous goods is performed as per approved regulations and a final customs assessment document (TANSAD) is printed out.
CIRCUMSTANTIAL KNOWLEDGE	<p>Detailed knowledge about:</p> <ol style="list-style-type: none"> 1. Customs laws (Formalities & procedures) ; 2. Fundamentals of Occupational Health and Safety; 3. Cargo security Regulations and rules in Tanzania; 4. East African Community Customs Management Act.

OCCUPATION	FREIGHT CLEARING AND FOWARDING	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF DANGEROUS CARGO FOR IMPORT AND EXPORT	DUTY NO.	602
TASK TITLE	COOPERATE WITH CUSTOMS IN FIELD INSPECTION	TASK NO.	6023
PERFORMANCE CRITERIA	The person performing this task must be able to cooperate with the customs in the field inspection of dangerous goods in compliance with the EACCMA 2004 and Cargo handlers' procedures.		
RANGE STATEMENT	The task will be carried 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 includes; stationery, handbag, uniform, safety gears (e.g. gloves, reflector, safety boots, rain coat etc.), security seal (s), transport services (vehicle or tricycle / motorcycle).		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLWDGE	
The person performing this task must be able do the following: 1. Obtain confirmation of booking for physical verification in the TeSWS; 2. Cooperate with the staff of the customs and relevant departments in the identification and inspection of goods in the verification area; 3. Follow up the goods release approval of the customs and relevant departments; 4. Follow up for cargo release approval from customs and OGDs.		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. Conduct inspection and verification of goods in the cooperation with customs and OGDs; 1.4. Lodge file(s) for verification at Customs and other OGDs; 1.5. Obtain approval from other government departments; 1.6. Determine the proper taxation, tax revenue and tariff. 2.0. Principles The person must be able to explain the principles of serving customers - First In, First-Out (FIFO). 3.0. Theories 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. Basic Elements of Transport and Logistics; 3.4. General computer application; 3.5. International Delivery terms (Incoterms); 3.6. Internal/standard Operating Procedures (IOPs) ; 3.7. Manuals for Loading and Unloading Dangerous	

	<p>Cargo.</p> <p>4.0. Essential skills</p> <p>4.1. Team work;</p> <p>4.2. Good communication skills;</p> <p>4.3. Critical thinking capacity especially when working under pressure;</p> <p>4.4. International trade;</p> <p>4.5. General computer application.</p> <p>5.0. Occupational qualities</p> <p>5.1. Attention to details;</p> <p>5.2. Proactiveness;</p> <p>5.3. Environmental protection.</p>
DESCRIPTION ON THE END PRODUCT / SERVICE	As per the supervision requirements and regulations for dangerous goods, cooperate with the customs and relevant departments in the field inspection of dangerous goods
CIRCUMSTANTIAL KNOWLEDGE	<p>Detailed knowledge about:</p> <ol style="list-style-type: none"> 1. Customs laws (Formalities & procedures) ; 2. Fundamentals of Occupational Health and Safety; 3. East African Community Customs Management Act.

OCCUPATION	FREIGHT CLEARING AND FOWARDING	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF DANGEROUS CARGO FOR IMPORT AND EXPORT	DUTY NO.	602
TASK TITLE	HANDOVER IMPORTED/EXPORTED DANGEROUS GOODS AND OTHER RELATED DOCUMENTS	TASK NO	6024
PERFORMANCE CRITERIA	The person performing this task must be able to organise the handing over of dangerous goods to importer(s)/consignee or cargo handler for export process.		
RANGE STATEMENT	The task will be organized at the office and performed at field area (e.g. Terminal Operator or customs-controlled area). The following equipment(s) and tool(s) will be needed in executing the task; personal protective equipment, computer, printer, stationery items and means of transport (e.g. vehicles).		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Get dangerous goods away from port within specified time; 2. Obtain all the permits/license required during transportation of DG’s (e.g. GCLA Transport permit); 3. Identify suitable place where loading and offloading process will take place; 4. Organise the equipment(s) for loading or offloading the DG’s; 5. Observe safety requirements; 6. Report any incident observed during the execution of tasks; 7. Hand over dangerous cargo and all shipping documents and other related documents.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Acquire permits/license required during transportation of DG’s; 1.2. Allocate appropriate place where loading and offloading process will take place; 1.3. Arrange the equipment(s) for loading or offloading the DG’s; 1.4. Arrange health and safety requirements. 2.0. Principles The person must be able to explain the principles of: 2.1. Handling dangerous cargo. 3.0. Theories The person must be able to explain: 3.1. Logistics aspects; 3.2. Cargo Handling management; 3.3. Route optimization; 3.4. Internal/Standard Operating Procedures; 3.5. Air Transport - International Civil Aviation Organization <i>Aviation Dangerous Goods Safe Transport Technical Rules</i> ; 3.6. Shipping - <i>International Maritime Dangerous Goods Code (IMDG) IMO/ILO/UNECE Guidelines for Packing of Cargo Transport Units (CTU Code)</i> ; 3.7. Railway Transport - European Union Agency for	

	<p><i>Railways Rules on the Transport of Dangerous Goods by Rail;</i> 3.8. Road Transport - <i>International Carriage of Dangerous Goods by Road.</i></p> <p>4.0. Essential skills 4.1. Communication skills; 4.2. Customer care; 4.3. Leadership; 4.4. Report writing skills; 4.5. Reliability; 4.6. Teamwork; 4.7. Time management; 4.8. Management and coordination skills; 4.9. General computer application;</p>
DESCRIPTION OF THE END PRODUCT / SERVICE	Handing over of dangerous goods is performed as per approved standards and regulations.
CIRCUMSTANTIAL KNOWLEDGE	<p>Detailed knowledge about: 1. East African Community Customs Management.</p>

OCCUPATION	FREIGHT CLEARING AND FOWARDING	OCCUPATION CODE	
DUTY TITLE	PERFORM CLEARANCE OF DANGEROUS CARGO FOR IMPORT AND EXPORT	DUTY NO.	602
TASK TITLE	CLEARANCE AND FORWARDING OF DANGEROUS CHEMICALS	TASK NO.	6025
PERFORMANCE CRITERIA	The person performing this task must be able to handle the formalities for the clearance and forwarding of dangerous chemicals.		
RANGE STATEMENT	The task will be organized at the office and performed at field area (e.g. Terminal Operator or customs-controlled area). The following equipment(s) and tool(s) will be needed in executing the task: Personal protective equipment, computer, printer, stationery items and means of transport (e.g. vehicles).		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		PRACTICAL PERFORMANCE	
The person performing this task must be able do the following: 1. Obtain documents from import and export consignees and consigners, such as registration certificates, declaration of conformity of operating enterprises of imported chemicals, dangerous labels, safety data sheets, etc. ; 2. Fill in the declaration information on the customs system; 3. Fill out the declaration information on the customs system and make an appointment for customs field inspection; 4. Cooperate with customs and relevant departments in field inspection; 5. Organize equipment in a timely manner and get dangerous chemicals from the port; 6. Report all the events observed during the mission execution; 7. Hand over dangerous chemicals, all the shipment documents and other relevant documents.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Basic goods clearance and forwarding; 1.2. Classification, packaging, identification, etc. of dangerous chemicals; 1.3. Customs declaration filling standards; 1.4. Customs’ supervision requirements for dangerous chemicals; 1.5. Internal Operating Procedures (IOPs) for the clearance and forwarding of dangerous chemicals. 2.0.Principles The person must be able to explain the principles of: 2.1. Handling dangerous chemicals. 3.0. Theories The person must be able to explain: 3.1. Knowledge about the classification, packaging and identification of dangerous chemicals; 3.2. Loading, unloading and transportation of dangerous chemicals; 3.3. Health and safety requirements; 3.4. The supervision requirements of customs and relevant departments for the clearance and forwarding of dangerous chemicals. 4.0. Essential skills	

	<p>4.1. Communication skills; 4.2. Customer care; 4.3. Leadership; 4.4. Report writing skills; 4.5. Reliability; 4.6. Teamwork; 4.7. Time management; 4.8. Management and coordination skills; 4.9. General computer application.</p> <p>5.0. Occupational qualities 5.1. Integrity; 5.2. Innovation; 5.3. Environmental protection.</p>
DESCRIPTION OF THE END PRODUCT / SERVICE	Handle the clearance and forwarding of dangerous chemicals as per approved standards, rules and regulations.
CIRCUMSTANTIAL KNOWLEDGE	<p>Detailed knowledge about:</p> <p>1. East African Community Customs Management Act.</p>

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHINICIAN	OCCUPATION CODE	
DUTY TITLE	IMPROVE CUSTOMER SATISFACTION	DUTY NO.	603
TASK TITLE	MAKE FOLLOW UP ON CLEARANCE STATUS	TASK NO.	6031
PERFORMANCE CRITERIA	The person performing this task must be able to establish a mechanism/system which will always update cargo progress status of each steps of clearance undertaken in the field.		
RANGE STATEMENT	The task will be carried in the office. The following equipment and tools will be required in performing the task: computer, printer, photocopy machine & scanner, and stationery items.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNWOLEDGE	
The person performing this task must be able do the following: 1. Identify the catalog of files required for clearance; 2. Establish various stages of files in the clearing process; 3. Identify the nature and classification of cargo cleared; 4. Resolve any query raised during cargo clearance; 5. Prepare daily report of cargo status; 6. Provide update to customers; 7. Handle customer complaints; 8. Establish complains register.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Deal with partial implementation or working in progress; 1.2. Escalate process for actions not completed within the agreed date; 1.3. Report actions that have been completed; 1.4. Solve the query raised during the cargo clearance process; 1.5. Solve customer complaints; 1.6. Patiently listen to customers’ complaints, understand customers’ requirements, and comfort customers; 1.7. Make patient explanations to customers, provide reasonable solution to the complaints, and minimize the loss caused to customers; 1.8. Carry out emergency handling for the abnormalities during the declarations; 1.9. Write exception reports. 2.0. Principles The person must be able to explain the principles of: 2.1. Immediate follow-up, immediate solution and immediate handling. 3.0. Theories The person must be able to explain: 3.1. Basic in freight clearing and forwarding; 3.2. Internal Operating Standard Procedures (IOPs) ; 3.3. Basic Elements of Transport and Logistics; 3.4. Basic Information and Communication	

	<p>Technology;</p> <p>3.5. Customer care knowledge.</p> <p>4.0. Essential skills</p> <p>4.1. communication skills;</p> <p>4.2. customer care;</p> <p>4.3. accountability;</p> <p>4.4. report writing skills;</p> <p>4.5. quality management system.</p> <p>5.0. Occupational qualities</p> <p>5.1. Integrity;</p> <p>5.2. Innovation.</p>
DESCRIPTION OF THE END PRODUCT / SERVICE	Updated clearance progress report is obtained as per IOP and SOP.
CIRCUMSTANTIAL KNOWLEDGE	<p>Detailed knowledge about:</p> <ol style="list-style-type: none"> 1. Customs laws (Formalities & procedures); 2. East African Community Customs Management Act.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHINICIAN	OCCUPATION CODE	
DUTY TITLE	IMPROVE CUSTOMER SATISFACTION	DUTY NO.	603
TASK TITLE	DATA TRACKING AND MAINTENANCE	TASK NO.	6032
PERFORMANCE CRITERIA	The person performing this work must be able to maintain database for all captured information relating to clearance of cargo.		
RANGE STATEMENT	The task will be carried out in the office. The following equipment and tools will be required in performing the task: computer, printer, photocopy machine & scanner and stationery items.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
<p>The person performing this task must be able do the following:</p> <ol style="list-style-type: none">1. Establish the type of data that comply with organisation information standard;2. Maintain data consistency and integrity;3. Establish system data audit tray;4. Record and declare relevant information as required;5. Propose appropriate way to secure information captured in the database;6. Track shipping information;7. Manage export tax refund form;8. Handle matters for customers.		<p>Detailed knowledge about:</p> <p>1.0. Methods</p> <p>This person performing this task must be able to explain how to:</p> <ol style="list-style-type: none">1.1. Set the data information that comply with organisation standard;1.2. Organise the data systematically;1.3. Secure the information captured in the database;1.4. Grasp the knowledge of system maintenance. <p>2.0. Principles</p> <p>The person must be able to explain the principles of:</p> <ol style="list-style-type: none">2.1. Storing and accessing data;2.2. Audit tray. <p>3.0. Theories</p> <p>The person must be able to explain:</p> <ol style="list-style-type: none">3.1. Basic in freight clearing and forwarding;3.2. The principle of system management;3.3. Basic Elements of Transport and Logistics;3.4. Basic Information and Communication Technology;3.5. Internal Operating Standard Procedures (IOPs). <p>4.0. Essential skills</p> <ol style="list-style-type: none">4.1. Patience;4.2. Attention to details;4.3. A logical approach to work;4.4. Ability to prioritise tasks;4.5. General computer application. <p>5.0. Occupational qualities</p> <ol style="list-style-type: none">5.1. Problem solving skills;	

	5.2. Good organization skills; 5.3. Communication and interpersonal skills.
DESCRIPTION OF THE END PRODUCT / SERVICE	Reliable and accurate data in relation to cargo clearance is maintained as per Internal Operating Standard Procedures (IOPs).
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: 1. Customs laws (Formalities & procedures); 2. East African Community Customs Management Act.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHINICIAN	OCCUPATION CODE	
DUTY TITLE	IMPROVE CUSTOMER SATISFACTION	DUTY NO.	603
TASK TITLE	CUSTOMER ACCOUNT SUPERVISION AND COST MANAGEMENT	TASK NO.	6033
PERFORMANCE CRITERIA	The person performing this work must be able to oversee and manage customer accounts in compliance with internal financial regulation.		
RANGE STATEMENT	The task will be carried out in the office. The following equipment and tools will be required in performing the task: computer, printer, photocopy machine & stationery items.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Register the names of all rendered customers; 2. Request for bank details and other related information from customer(s) ; 3. Open in-house accounts for all rendered customers; 4. Monitor in-house accounts progress; 5. Update customer account status; 6. Protect the privacy of customer accounts; 7. Make statistical analysis of the customers entrusting declarations; 8. Write customer analysis reports.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Find the criteria for opening account to customer; 1.2. Prepare financial statement; 1.3. . Utilise disbursement fund; 1.4. Make account reconciliation; 1.5. Calculate the cost of extended service of declarations; 1.6. Estimate the expense loss caused by errors in declarations; 1.7. Analyze the economic benefits of declaration services; 1.8. Settle the disputes of customs valuation of dutiable goods; 1.9. Estimate the result of tax refund and exemption of the domestic tax of exported goods; 1.10. Analyze, evaluate and handle declaration risks. 2.0. Principles The person must be able to explain the principles of: 2.1. serving customers - First In, First-Out (FIFO); 2.2. maintaining customers’ rights and interests as per laws. 3.0. Theories The person must be able to explain: 3.1. Account and finance management; 3.2. Operating Standard Procedures (IOPs); 3.3. Risk assessment management;	

	<p>3.4. Basic in freight clearing and forwarding; 3.5. Basic Elements of Transport and Logistics; 3.6. Basic Information and Communication Technology; 3.7. Valuation method of deductive value; 3.8. Valuation method of calculated value; 3.9. Determination method of duty-paid value of special imported goods; 3.10. Knowledge of customs managing the pre-evaluated price of imported and exported goods.</p> <p>Essential skills 4.1. Customer care; 4.2. Accountability; 4.3. Report writing skills; 4.4. General computer application; 4.5. Quality management system; 4.6. Communication skills.</p> <p>5.0. Occupational qualities 5.1. Integrity; 5.2. Innovation.</p>
DESCRIPTION OF THE END PRODUCT / SERVICE	Customer's accounting information is maintained as per IOP and SOP.
CIRCUMSTANTIAL KNOWLEDGE	<p>Detailed knowledge about:</p> <ol style="list-style-type: none"> 1. Fundamentals of Occupational Health and Safety; 2. East African Community Customs Management Act; 3. Financial Management Act.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHINICIAN	OCCUPATION CODE	
DUTY TITLE	IMPROVE CUSTOMER SATISFACTION	DUTY NO.	603
TASK TITLE	MEETING PLANNING	TASK NO	6034
Performance Criteria	The person performing this work must be able to conduct annual meeting with customers as per IOPs.		
Range statement	The task will be carried out in the office or meeting room. The following equipment and tools will be required in performing the task: computer, printer, projector and stationery items.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Establish a meeting preparation team; 2. Determine the meeting content; 3. Determine meeting time and venue; 4. Determine the organizer, undertaker and participants; 5. Plan the preparation process; 6. Formulate the meeting budget; 7. Coordinate with logistics, security, venue, promotion, etc.; 8. Determine meeting agenda; 9. Invite and notify the participants; 10. Meeting implementation guarantee; 11. Formulate minutes of meeting and brief reports; 12. Reimburse meeting expenses.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Plan meeting content and report it to the superior; 1.2. Plan and implement meeting arrangement; 1.3. Plan the meeting agenda; 1.4. Determine and invite participants; 1.5. Make the minutes of meeting. 2.0. Principles Meeting system development principle 3.0. Theories The person must be able to explain: 3.1. Human resources management; 3.2. Basic in freight clearing and forwarding; 3.3. Basic Elements of Transport and Logistics; 3.4. Basic Information and Communication Technology; 3.5. Internal Operating Standard Procedures (IOPs)。 4.0. Essential skills 4.1. Managerial skills; 4.2. Goal oriented; 4.3. Communication skills; 4.4. Customer care; 4.5. Report writing skills; 4.6. General computer application; 4.7. Problem solving skills; 4.8. Multitask skills. 5.0. Occupational qualities 5.1. Integrity; 5.2. Innovation.	

DESCRIPTION OF THE END PRODUCT / SERVICE	Annual meeting is conducted as per IOPs.
CIRCUMSTANTIAL KNOWLEDGE	Detailed knowledge about: <ol style="list-style-type: none"> 1. Customs laws (Formalities & procedures); 2. Fundamentals of Occupational Health and Safety; 3. Labour laws.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHINICIAN	OCCUPATION CODE	
DUTY TITLE	IMPROVE COMPLIANCE WITHIN AND OUTSIDE THE COMPANY	DUTY NO.	604
TASK TITLE	OBTAIN CUSTOMS LICENSE AND ALL IDENTITY CARDS FROM CLEARING STAKEHOLDERS	TASK NO.	6041
PERFORMANCE CRITERIA	The person performing this work must be able to apply for customs agency license and obtain stakeholders identification cards as per EACCMA 2004.		
RANGE STATEMENT	The task will be carried out in the office. The following equipment and tools will be required in performing the task: computer, printer, photocopy machine & scanner and stationery items.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Follow up with customs department to know the initial date for the renewal of license; 2. Identify the requirement needed for license application; 3. Obtain all the credentials needed during license application; 4. Prepare letter(s) for identification cards request to stakeholders; 5. Arrange payment for license and ID’s application; 6. Organise the collection of customs license and ID cards from Tanzania Freight Forwarders Association (TAFFA) and terminal operators.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Apply for license and ID’s (& APOSS); 1.2. Identify the requirement needed for license application; 1.3. Obtain supporting document from other OGD&APO’s; 1.4. Respond any query raised during application for license and ID’S. 2.0. Principles The person must be able to explain the principles of 2.1. using license and IDs; 2.2. confidentiality. 3.0. Theories The person must be able to explain: 3.1. Freight clearing and forwarding; 3.2. Transport and Logistics; 3.3. Basic Information and Communication Technology; 3.4. Customs laws and regulations; 3.5. Terminals operator regulations and procedure. 4.0. Essential skills 4.1. Communication skills; 4.2. Customer care; 4.3. Accountability; 4.4. Report writing skills; 4.5. General computer application;	

	<p>4.6. Quality management system.</p> <p>5.0. Occupational qualities</p> <p>5.1. Integrity;</p> <p>5.2. Innovation.</p>
DESCRIPTION OF THE END PRODUCT / SERVICE	Customs license and ID cards of Tanzania Freight Forwarders Association (TAFFA) and terminal operators obtained from stakeholders of clearance.
CIRCUMSTANTIAL KNOWLEDGE	<p>Detailed knowledge about:</p> <ol style="list-style-type: none"> 2. Customs laws (Formalities & procedures) ; 3. Cargo security Regulations and rules in Tanzania; 4. East African Community Customs Management Act.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHINICIAN	OCCUPATION CODE	
DUTY TITLE	IMPROVE COMPLIANCE WITHIN AND OUTSIDE THE COMPANY	DUTY NO.	604
TASK TITLE	PREPARE AND IMPROVE COMPANY INTERNAL MANAGEMENT MANUAL	TASK NO.	6042
PERFORMANCE CRITERIA	The person performing this work must be able to prepare company internal management manualssuch as internal operating procedures, company rules and systems, and performance assessment standards.		
RANGE STATEMENT	The task will be carried out in the office. The following equipment and tools will be required in performing the task: computer, printer, stationery and photocopy machine & scanner.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE	UNDERPINNING KNOWLEDGE		

<p>The person performing this task must be able to do the following:</p> <ol style="list-style-type: none"> 1. Identify different activities within the organisation or section; 2. Prepare the scope of the manual; 3. Determine the structure of the manual; 4. Gather relevant stakeholders; 5. Identify key performance indicators; 6. Clarify the methods of optimizing the process; 7. Identify risk associated and mitigation in the manual; 8. Design flow chart that describe the process; 9. Prepare manuals. 	<p>Detailed knowledge about:</p> <p>1.0. Methods This person performing this task must be able to explain how to:</p> <ol style="list-style-type: none"> 1.1. Prepare manuals; 1.2. Test the process; 1.3. Analyse risks in the manuals; 1.4. Identify the key performance indicators; 1.5. Identify interested parties. <p>2.0. Principles The person must be able to explain the principles of</p> <ol style="list-style-type: none"> 2.1. the scope and structure of the manuals; 2.2. quality management. <p>.</p> <p>3.0. Theories The person must be able to explain:</p> <ol style="list-style-type: none"> 3.1. Freight clearing and forwarding; 3.2. Transport and Logistics; 3.3. Shipping and port management; 3.4. Statistics; 3.5. Quality Management system; 3.6. Office management and practice. <p>4.0. Essential skills</p> <ol style="list-style-type: none"> 4.1. Communication skills; 4.2. Customer care; 4.3. Accountability; 4.4. Report writing skills; 4.5. General computer application. <p>5.0. Occupational qualities</p> <ol style="list-style-type: none"> 5.1. Integrity; 5.2. Innovation.
<p>DESCRIPTION OF THE END PRODUCT / SERVICE</p>	<p>Clearing Manuals are prepared as per approved rules and regulations.</p>
<p>CIRCUMSTANTIAL KNOWLEDGE</p>	<p>Detailed knowledge about:</p> <ol style="list-style-type: none"> 1. Customs laws (Formalities & procedures) ; 2. Fundamentals of Occupational Health and Safety; 3. Cargo security Regulations and rules in Tanzania; 4. East African Community Customs Management Act; 5. International Standard Organisation (ISO) based construction of quality management systems and the preparation of schemes for manual preparation and implementation.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
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DUTY TITLE	IMPROVE COMPLIANCE WITHIN AND OUTSIDE THE COMPANY	DUTY NO	604
TASK TITLE	PREPARE ANNUAL BUSINESS PLAN AND BUDGET	TASK NO	6043
PERFORMANCE CRITERIA	The person performing this work must have ability to prepare business plan and budget for freight clearing and forwarding section in accordance with internal financial regulations and procedures.		
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, stapler, files, punch machine, paper shredder, file cabinet, stationery, and transport services		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Analyse the performance achieved by the section /organisation; 2. Identify Objectives, mission, vision targets, measures, and action plan; 3. Identify Major initiatives; 4. Forecast section revenue and expenditure of departments; 5. Identify resource available against required; 6. Identify Challenges and find out the way forward; 7. Incorporate the Strategic theme, perspectives and objectives; 8. Strategic objectives, targets, measures, initiatives, and activities; 9. Come up with performance measure (Objectives, Performance indicators and targets as well as balanced score card) ; 10. Identify financial position strategy (Financing methodology and Financing assumption) ; 11. Identify total Financing requirements; 12. Prepare final business plan and submit to management;		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Forecast for revenue and expenses over a specified period and integral part of running a business efficiently; 1.2. Determine the amount of revenue being generated by a company during a period; 1.3. SWOT analysis; 1.4. Summarize winning marketing strategy and tactics; 1.5. Provide revenue and expense estimates; 1.6. Crystallise how the business will turn a profit; 1.7. Anticipate risks and opportunities; 1.8. Forecast its financial future. 2.0. Principles The person must be able to explain the principles of: 2.1. Business planning; 2.2. Finance and accounting; 2.3. Strategic planning. 3.0. Theories The person must be able to explain: 3.1. Freight clearing and forwarding; 3.2. In house financial regulation and procedures; 3.3. Transport and Logistics; 3.4. Standard Operating Procedures (SOPs) ; 3.5. Basic Information and Communication Technology; 3.6. Basic Element of Finance and Accounting ; 3.7. Port and shipping operations;	

13. Develop activities from corporate objectives; 14. Identify activities with and without costs; 15. Identify risks and opportunities; 16. Prepare section budget in liaison with other staffs.	3.8. Business Plan and Budget; 3.9. Risk Assessment; 3.10. Office management and practise. 4.0. Essential skills 4.1. Communication skills; 4.2. Customer care; 4.3. Accountability; 4.4. Report writing skills; 4.5. General computer application; 4.6. Quality management system. 5.0. Occupational qualities 5.1. Integrity; 5.2. Innovation; 5.3. Self-discipline; 5.4. Confidence; 5.5. Critical thinking.
DESCRIPTION OF THE END PRODUCT / SERVICE	Annual business plan and budget prepared as per approved rules and regulations.
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. East African Community Customs Management Act.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHINICIAN	OCCUPATION CODE	
DUTY TITLE	IMPROVE COMPLIANCE WITHIN AND OUTSIDE THE COMPANY	DUTY NO.	604
TASK TITLE	MONITOR AND EVALUATE PERFORMANCE	TASK NO.	6044
PERFORMANCE CRITERIA	The person performing this work must be able to conduct performance monitoring and evaluation in accordance with principles, regulation and procedures towards achieving organisation goals /objectives.		
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, safety gears and transport services.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Define Goals and Objective; 2. Define key performance indicators; 3. Define Data Collection Methods and Timeline; 4. Identify the M&E Roles and Responsibilities; 5. Create an Analysis Plan and Reporting Templates; 6. Plan for Monitoring and Evaluation Reporting.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Collect data on a regular basis and check data quality with partners; 1.2. Measure performance against the performance indicators; 1.3. Maintain and manage the database; analyse and summarize findings. 2.0. Principles The person must be able to explain the principles of: 2.1. performance monitoring and evaluation; 2.2. Seeking truth and facts. 3.0. Theories The person must be able to explain: 3.1. Freight clearing and forwarding; 3.2. Transport and Logistics; 3.3. Basic Information and Communication Technology; 3.4. Transport Economics; 3.5. Standard Operating Procedures (SOPs) ; 3.6. Financial manuals. 4.0. Essential skills 4.1. Communication skills; 4.2. Customer care; 4.3. Accountability;	

	<p>4.4. Report writing skills; 4.5. General computer application; 4.6. Quality management system.</p> <p>5.0. Occupational qualities 5.1. Integrity; 5.2. Innovation; 5.3. Self-discipline; 5.4. Confidence; 5.5. Critical thinking.</p>
DESCRIPTION OF THE END PRODUCT / SERVICE	Monitor & evaluate performance as per approved rules and regulations and issue a performance monitoring and evaluation report.
CIRCUMSTANTIAL KNOWLEDGE	<p>Detailed knowledge about:</p> <ol style="list-style-type: none"> 1. Performance management; 2. Monitoring management and content; 3. Customs laws (Formalities & procedures) ; 4. Fundamentals of Occupational Health and Safety; 5. Cargo security Regulations and rules in Tanzania; 6. East African Community Customs Management Act.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	SERVICE QUALITY MANAGEMENT	DUTY NO	605
TASK TITLE	SERVICE QUALITY EVALUATION	TASK NO.	6051
PERFORMANCE CRITERIA	The person performing this work must be able to evaluate declaration service quality as per the internal operating procedures.		
RANGE STATEMENT	The task will be carried in the office. The following equipment and tools will be needed in performing the task: computer, communication equipment, printer, photocopy machine, scanner, stapler, files, punch machine, paper shredder, file cabinet, stationery, furniture, money safe, transport services, and monitoring equipment.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		PRACTICAL PERFORMANCE	
The person performing this task must be able do the following: 1. Set reasonable quality evaluation standard; 2. Organize and design declaration quality evaluation system; 3. Analyze the customers entrusting declarations and write customer analysis reports; 4. Analyze customer satisfaction and demand and evaluate satisfaction; 5. Conduct statistics, analysis and evaluation of declaration business quality; 6. Record and archive process.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. The process flow and operating specifications; for clearing and forwarding activities; 1.2. Quality management standards and system; 1.3. Enterprise declaration system design; 1.4. Effective communication and information collection; 1.5. Principles, indicators, procedures and methods of quality evaluation; 1.6. Sort and archive relevant records and files. 2.0. Principles The person must be able to explain the principles of: 2.1. Equity; 2.2. Objectiveness; 2.3. Open result; 2.4. Clear rewards and punishments. 3.0. Theories The person must be able to explain: 3.1. The process flow and operating specifications; for clearing and forwarding; 3.2. Data acquisition and statistics;	

	<p>3.3. Service quality management; 3.4. Quality management standard; 3.5. Enterprise declaration system; 3.6. Quality evaluation method; 3.7. Customer service; 3.8. Business administration; 3.9. Internal/Standard Operating Procedures (IOPs/SOPs) ; 3.10. International Commercial Terms (INCOTERMS).</p> <p>4.0. Essential skills</p> <p>4.1. Communication skills; 4.2. Management skills; 4.3. Accountability; 4.4. Report writing skills; 4.5. General computer application.</p> <p>5.0. Occupational qualities</p> <p>5.1. Integrity; 5.2. Innovation; 5.3. Self-discipline; 5.4. Confidence; 5.5. Critical thinking; 5.6. Seriousness.</p>
DESCRIPTION OF THE END PRODUCT / SERVICE	Evaluate quality as per Internal/Standard Operating Procedures and customer satisfaction.
CIRCUMSTANTIAL KNOWLEDGE	<p>Detailed knowledge about:</p> <ol style="list-style-type: none"> 1. Market survey; 2. Work breakdown; 3. Information collection and feedback; 4. Basic laws of international trade and customs procedures; 5. Port rules, regulations and procedures; 6. East Africa Community Customs Act 2004

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	QUALITY MANAGEMENT	DUTY NO.	605
TASK TITLE	QUALITY SUPERVISION AND CONTROL	TASK NO.	6052
PERFORMANCE CRITERIA	The person performing this work must be able to supervise goods declaration service quality as per the East Africa Community Customs Act 2004.		
RANGE STATEMENT	The task will be carried in the office. The following equipment and tools will be needed in performing the task: a computer with an internet connection, mobile phone, folder, punch machine, stapler & pins, file cabinet, stationery, transport services, and safety gears.		
EVIDENCE REQUIREMENTS			
PRACTICAL PERFORMANCE		PRACTICAL PERFORMANCE	
The person performing this task must be able do the following: 1. Conduct internal review at regular intervals; 2. Organize, formulate and implement declaration quality management system; 3. Analyze declaration quality and write analysis reports; 4. Collect typical cases of declaration errors and propose preventive measures; 5. Formulate corresponding declaration exception handling response plans; 6. Analyze, evaluate and treat declaration risks.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Quality assurance system; 1.2. Quality management organization; 1.3. Internal review indicators and schemes; 1.4. Quality system control; 1.5. Enterprise declaration system design; 1.6. Case collection and analysis methods; 1.7. Crisis and risk management; 1.8. Summary and improvement. 2.0. Principles The person must be able to explain the principles of: 2.1. being objective, just and fair. 3.0. Theories The person must be able to explain: 3.1. Structuring of quality supervision organization; 3.3. Quality management and control system; 3.4. Quality management standards; 3.4. Crisis management knowledge. 4.0. Essential skills 4.1. Communication and negotiation skills; 4.2. Customer care; 4.3. Accountability; 4.4. Report writing skills;	

	<p>4.5. Teamwork; 4.6. General computer application.</p> <p>5.0. Occupational qualities 5.1. Integrity; 5.2. Innovation; 5.3. Self-discipline; 5.4. Confidence; 5.5. Critical thinking; 5.6. Seriousness.</p>
DESCRIPTION OF THE END PRODUCT / SERVICE	Supervise and control service quality.
CIRCUMSTANTIAL KNOWLEDGE	<p>Detailed knowledge about:</p> <ol style="list-style-type: none"> 1. Customs laws (Formalities & procedures) ; 2. Guidelines for port terminal, expansion and shipping company; 3. Fundamentals of Occupational Health and Safety; 4. Tanzania Goods Safety Regulations and Rules; 5. East Africa Community Customs Act; 6. Declaration service quality requirements.

QQCUPATION	FREIGHT CLEARING AND FORWARDING TECHINICIAN	OCCUPATION CODE	
DUTY TITLE	QUALITY MANAGEMENT	DUTY NO.	605
TASK TITLE	PERFORM PRE-QUALIFICATION OF ICD AND SLS	TASK NO.	6053
PERFORMANCE CRITERIA	The person performing this work must be able to evaluate the service providers accordingly and have ability to negotiate incomppliance with budget allocation as well as procurement guidelines.		
RANGE STATEMENT	The task will be carried out in the field area. The following equipment and tools will be required in performing the task: computer with internet access, mobile phone, files, punch machines, stapler machine and pin, file cabinet, stationery, transport services and safety gears.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWELDGE	
The person performing this task must be able do the following: 1. Identify the exactly location of ICDs (Inland Container Depots) and SLs (Shipping Lines); 2. Prepare recommendation report; 3. Initiate for possible discounts and better services.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Obtain IDCS and SLs tariff (s); 1.2. Apply for Identity cards (IDs) from service providers (ICDs) and (SLs); 1.3. Prepare recommendation report; 1.4. Request for credit payment facilities . 2.0. Principles The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO) ; 2.2. Applying Port extension and Shipping lines guidelines. 3.0. Theories The person must be able to explain: 3.1. Freight clearing and forwarding; 3.2. Transport and Logistics; 3.3. Basic Information and Communication Technology; 3.4. Port and Shipping operation management; 3.5. Internal Operating Standard Procedures (IOPs) ; 3.6. Negotiate knowledge Port and Shipping tariffs; 3.7. Procurement methods and evaluation. 4.0. Essential skills 4.1. Communication skills; 4.2. Customer care;	

	<p>4.3. Accountability;</p> <p>4.4. Report writing skills;</p> <p>4.5. General computer application;</p> <p>4.6. Quality management system.</p> <p>5.0. Occupational qualities</p> <p>5.1. Integrity;</p> <p>5.2. Teamwork;</p> <p>5.3. Innovation.</p>
DESCRIPTION OF THE END PRODUCT / SERVICE	Prequalification of ICD and SLS is conducted as per approved rules and regulations.
CIRCUMSTANTIAL KNOWLEDGE	<p>Detailed knowledge about:</p> <ol style="list-style-type: none"> 1. Customs laws (Formalities & procedures) ; 2. Port terminal, extension and Shipping lines guidelines; 3. Fundamentals of Occupational Health and Safety; 4. Cargo security Regulations and rules in Tanzania; 5. East African Community Customs Management Act; 6. Procurement Acts.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHINICIAN	OCCUPATION CODE	
DUTY TITLE	QUALITY MANAGEMENT	DUTY NO.	605
TASK TITLE	ESTABLISH CLEARING AND FORWARDING PROCESS FLOW	TASK NO.	6054
PERFORMANCE CRITERIA	The person performing this work must have ability to establish and execute the clearing process flow in compliance with customs, OGDs, Carrier (s) and terminal operator (s) procedures.		
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 connection, printer, photocopy machine & scanner, stapler, files, punch machine, paper shredder, file cabinet, stationery, and transport services.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Establish a work group involved in process flow design; 2. Be familiar with the process flow and operating specifications of clearing and forwarding activities; 3. Specify the method to improve process flow; 4. Identify Resources to be used; 5. Prepare Internal operating procedures for clearance and forwarding of cargo; 6. Identify risks and mitigation measures; 7. Organize and formulate the implementation scheme for enterprise declaration business process flow; 8. Supervise scheme implementation; 9. Record and archive.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Analysed the clearance and forwarding process; 1.2. Identify documents to use during the clearance and forwarding process; 1.3. Identify interested parties both internal and external; 1.4. Develop Internal Operating Procedures; 1.5. Identify resources to be used. 2.0. Principles The person must be able to explain the principles of: 2.1. Quality Management; 2.2. Serving customers - First In, First-Out (FIFO). 3.0. Theories The person must be able to explain: 3.1. Freight clearing and forwarding; 3.2. Transport and Logistics; 3.3. Laws of carriage of cargo; 3.4. Organization behavior management knowledge; 3.5. Knowledge of process reengineering management; 3.6. Basic Information and Communication Technology; 3.7. Customer services Management; 3.8. Port, Airports and ICDS procedures; 3.9. Internal/Standard Operating Procedures; 3.10. Basic laws of international trade and customs.	

	<p>4.0. Essential skills:</p> <p>4.1. Communication skills;</p> <p>4.2. Customer care;</p> <p>4.3. Accountability;</p> <p>4.4. Report writing skills;</p> <p>4.5. Driving;</p> <p>4.6. General computer application;</p> <p>4.7. Quality management system.</p> <p>5.0. Occupational qualities</p> <p>5.1. Integrity;</p> <p>5.2. Innovation.</p>
DESCRIPTION OF THE END PRODUCT / SERVICE	Internal operating procedures for clearance and forwarding of cargo are established as per approve standards by a competent authority.
CIRCUMSTANTIAL KNOWLEDGE	<p>Detailed knowledge about:</p> <ol style="list-style-type: none"> 1. Customs laws (Formalities & procedures); 2. Port and ICDS procedure; 3. Airport ground handlers and Airlines procedures; 4. Fundamentals of Occupational Health and Safety; 5. Cargo security Regulations and rules in Tanzania; 6. East African Community Customs Management Act; 7. Record keeping management.

OCCUPATION	FREIGHT CLEARING AND FOWARDING	OCCUPATION CODE	
DUTY TITLE	IMPROVE QUALITY OF RENDERED SERVICES	DUTY NO.	605
TASK TITLE	ORGANISE FORMAL MEETING WITH STAKEHOLDERS ON QUALITY ISSUES	TASK NO.	6055
PERFORMANCE CRITERIA	The person performing this work must have ability to liaise with stakeholders with a view of improving quality of services.		
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 printer, photocopy machine & scanner, stapler, files, punch machine, paper shredder, file cabinet, stationer and powerpoint.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		UNDERPINNING KNOWLEDGE	
The person performing this task must be able do the following: 1. Find quality issues as per quality evaluation result and monitoring result; 2. Analyze the cause of declaration quality issues; 3. Organize contacting and communication on quality issues with stakeholders; 4. Collect opinions through forms like attending stakeholder forum (local/international), seminar and meeting visit; 5. Propose corrective measures, formulate implementation plans, and check execution result; 6. Continuously improve declaration quality; 7. Sort and archive communication records.		Detailed knowledge about: 1.0. Methods This person performing this task must be able to explain how to: 1.1. Analysis method; 1.2. Survey method; 1.3. Quality improvement measures; 1.4. Schemes and plans; 1.5. Execution result inspection; 1.6. Suggestions for future improvement; 1.7. Communication preparation, record and sorting. 2.0. Principles The person must be able to explain the principles of: 2.1. Serving customers - First In, First-Out (FIFO); 2.2. seeking for truth and facts. 3.0. Theories The person must be able to explain: 3.1. Freight clearing and forwarding; 3.2. Transport and Logistics Service charter contract; 3.3. Internal Operating Standard Procedures (IOPs) ; 3.4. Basic in Marketing Management; 3.5. Basic in Public Relation Management; 3.6. Basic Information and Communication Technology; 3.7. International Delivery Terms (Incoterms). 4.0. Essential skills	

	<p>4.1. Communication skills; 4.2. Customer care; 4.3. Accountability; 4.4. Report writing skills; 4.5. General computer application; 4.6. Quality management system; 4.7. Flexibility; 4.8. Listening; 4.9. Organization; 4.10. Passion; 4.11. Calm under pressure; 4.12. Problem-solving.</p> <p>5.0. Occupational qualities 5.1. Integrity; 5.2. Innovation.</p>
DESCRIPTION OF THE END PRODUCT / SERVICE	Consultation with stakeholders held in view of service improvement.
CIRCUMSTANTIAL KNOWLEDGE	<p>Detailed knowledge about:</p> <ol style="list-style-type: none"> 1. Customs laws (Formalities & procedures) ; 2. Record keeping management; 3. Fundamentals of Occupational Health and Safety; 4. Cargo security Regulations and rules in Tanzania; 5. East African Community Customs Management Act.

OCCUPATION	FREIGHT CLEARING AND FORWARDING TECHNICIAN	OCCUPATION CODE	
DUTY TITLE	QUALITY MANAGEMENT	DUTY NO.	605
TASK TITLE	QUALITY MANAGEMENT PERFORMANCE EVALUATION	TASK NO.	6056
PERFORMANCE CRITERIA	The person performing this work must be able to supervise service process and evaluate quality management performance as per the internal operating procedures.		
RANGE STATEMENT	The task will be carried out in the office. The following equipment and tools will be required in performing the task: computer, communication equipment, printer, photocopy machine, scanner, stapler, files, punch machine, paper shredder, file cabinet, stationery, furniture, money safe, transport services, and monitoring equipment.		
EVIDENCE REQUIREMENT			
PRACTICAL PERFORMANCE		PRACTICAL PERFORMANCE	
The person performing this task must be able do the following: 1. Propose performance measures (objectives, performance indicators, goals, and balanced score cards); 2. Determine key performance indicators; 3. Check the implementation of quality management, and collect and analyze customer opinions and satisfaction; 4. Analyze and evaluate quality management performance; 5. Feed back performance evaluation results; 6. Evaluate and record performance dynamics; 7. Sort and archive relevant documents.		Detailed knowledge about: 1.0. Methods: This person performing this task must be able to explain how to: 1.1. Manage key performance indicators; 1.2. Principles, indicators, procedures and methods of performance evaluation; 1.3. Effective communication and information collection; 1.4. Handling of performance results; 1.5. Sorting and archiving of relevant records and documents. 2.0. Principles The person must be able to explain: 2.1. Equity; 2.2. Objectiveness; 2.3. Open result; 2.4. Clear rewards and punishments. 3.0. Theories The person must be able to explain: 3.1. Process flow and operating specifications of clearance and forwarding; 3.2. Data acquisition and statistics; 3.3. Service quality management; 3.4. Setting of performance evaluation standard; 3.5. Principles and procedures of performance evaluation; 3.6. Performance evaluation method:	

	<p>3.7. Business administration;</p> <p>3.8. Internal/Standard Operating Procedures (IOPs/SOPs) ;</p> <p>3.9. International Delivery terms (Incoterms).</p> <p>4.0. Essential skills</p> <p>4.1. Communication skills;</p> <p>4.2. Management skills;</p> <p>4.3. Accountability;</p> <p>4.4. Report writing skills;</p> <p>4.5. General computer application.</p> <p>5.0. Occupational qualities</p> <p>5.1. Integrity;</p> <p>5.2. Innovation;</p> <p>5.3. Seriousness;</p> <p>5.4 Principled;</p> <p>5.5 Seeking for truth and facts.</p>
DESCRIPTION OF THE END PRODUCT / SERVICE	Performance evaluation as per the quality management standards.
CIRCUMSTANTIAL KNOWLEDGE	<p>Detailed knowledge about:</p> <ol style="list-style-type: none"> 1. Market survey; 2. Work breakdown; 3. Information collection and feedback; 4. Basic laws of international trade and customs procedures; 5. Port rules, regulations and procedures; 6. East African Community Customs Management Act 2004.

**TABLE 1: DACUM CHARTS FOR FREIGHT CLEARING AND FORWARDING
NTA 6**

DUTIES	TASKS	ENABLERS
1. Manage freight clearing and forwarding activities	1.1 Prepare documents related to goods clearance. 1.2 Customs field inspection. 1.3 Supervise goods clearance and forwarding bill. 1.4 Goods tracking.	Generic skills and knowledge <ul style="list-style-type: none"> - Communication Skills - Managerial skills - Customer Care skills - General Computer application knowledge and skills - Driving skills - Safety and security - Health, Safety and Security knowledge Tools and Equipment <ul style="list-style-type: none"> - Computer and printer - Photocopy Machine with Scanner - Internet - Hand Bags - Means of Transport (Motorcycles, Vehicles or Tricycle) - PPES like Reflectors, Head protector, Safety boots ,rain coats Materials <ul style="list-style-type: none"> - Stationary items like rim paper, box and flat files, Stapler, punch machine. Worker behaviors <ul style="list-style-type: none"> - Team work - Integrity - Innovation - Accountability - Transparent - Goal oriented - Proactive - Reliability
2. Handle dangerous goods import and export clearance formalities	2.1 Collect and inspect the shipping documents of the dangerous goods provided by importers / exporters and prepare clearance documents. 2.2 Declare shipping documents and information to customs through online application system. 2.3 Cooperate with the customs in field inspection. 2.4 Hand over imported and exported dangerous goods and relevant documents. 2.5 Clearance and forwarding of dangerous goods.	
3. Improve compliance within and outside the company	3.1 Make follow up on clearance status. 3.2 Data tracking and maintenance. 3.3 Customer account supervision and cost management. 3.4 Meeting planning.	
4. Improve quality of rendered services	4.1 Obtain customs license and all identity cards from clearing stakeholders. 4.2 Prepare and improve company internal management manual. 4.3 Prepare annual business plan and budget. 4.4 Monitor and evaluate performance.	

DUTIES	TASKS	ENABLERS
5. Quality management	5.1 Service quality evaluation. 5.2 Quality supervision and control. 5.3 Perform pre-qualification of ICD and SLS. 5.4 Establish clearing and forwarding process flow. 5.5 Organize formal meeting with stakeholders on quality issues. 5.6 Quality management performance evaluation.	- Time management and commitment - Critical thinking - Attention to detail