

# NATIONAL OCCUPATIONAL STANDARD FOR LOGISTICIAN



**NOS.L.01  
FIRST EDITION**

## APPROVING AUTHORITY

This National Occupational Standard (NOS) has been prepared and published under the authority of the Zambia Qualifications Authority Board on 16<sup>th</sup> May, 2024.

## ZAMBIA QUALIFICATIONS AUTHORITY

The Zambia Qualifications Authority (ZAQA) Act No. 13 of 2011 was enacted by the Government of the Republic of Zambia to ***“provide for the development and implementation of a national qualifications framework; establish the Zambia Qualifications Authority; provide for the registration and accreditation of qualifications; provide measures to ensure that standards and registered qualifications are internationally comparable; and provide for matters connected with, or incidental to the foregoing”***. Among other functions, ZAQA is responsible for ***determining national standards for any occupation***, through the various sector specific National Occupational Standards Development Teams (NOSDTs).

## REVISION OF NATIONAL OCCUPATIONAL STANDARDS

National Occupational Standards (NOS) shall be revised every 5 years, or whenever it is deemed necessary, by the issuance of either amendments or revised editions. It is important that users of the NOS ascertain that they are in possession of the latest amendments or editions.

## NOS DEVELOPMENT TEAM RESPONSIBLE

This National Occupational Standard was prepared by the Transport NOSDT, upon which the following organisations were represented:

1. Zambia Chartered Institute of Logistics and Transport (ZCILT)
2. Zambia Chartered Institute of Logistics and Transport (ZCILT) / Bus and Taxis Owners Association of Zambia (BTOAZ)
3. Zambia School of Driving (ZSD) / Driving Schools Association of Zambia (DSAZ)
4. Road Transport and Safety Agency (RTSA)
5. Zambia Airports Corporation Limited (ZACL)
6. Ministry of Transport and Logistics (MTL)
7. Compass Logistics Zambia (CLZ)
8. University of Africa (UoA)
9. Zambia Air Services Training Institute (ZASTI)

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## FOREWORD

The Zambia Qualifications Authority (ZAQA) is a statutory body under the Ministry of Education established by ZAQA Act No. 13 of 2011 to ***“provide for the development and implementation of a national qualifications framework; provide measures to ensure that standards and registered qualifications are internationally comparable; and provide for matters connected with, or incidental to the foregoing”***.

Among other functions, ZAQA is responsible for ***“determining national standards for any occupation”***, through the various sector specific National Occupational Standards Development Teams (NOSDTs) with experts composed of representation from the appropriate authorities, government departments, consumer associations, regulators, industry, academia, and non-governmental organisations, etc.

This National Occupational Standard (NOS) has been developed by the Transport National Occupational Standards Development Team in accordance with the laid down procedures and guidelines of ZAQA. All users should ensure that they have the latest edition of this publication as the NOS are revised from time to time.

This NOS shall be used by, among others, industry, employers, quality assurance bodies, awarding and professional bodies, and education and training institutions, as a benchmark to identify training needs, develop job profiles/descriptions, develop curricula, and learning programmes in various sectors where the occupation exists. In the Transport sector, demonstration of competence against this NOS may be required in order to run a business or practice a craft or profession.

## JUSTIFICATION

A Logistician is critical in the supply chain management because effectiveness and efficiency in logistics operations translate to lower costs, better information flow, enhanced transport systems, higher production rates, better inventory control, smarter use of warehouse space, increased customer and supplier satisfaction, and improved customer experience.

This NOS highlights the core knowledge, skills, competences, and personal attributes that Logisticians must possess to be successful in their jobs.

## ACRONYMS AND ABBREVIATIONS

CS	Core Skills
EDI	Electronic Data Interchange
EWM	Extended Warehouse Management
ERP	Enterprise Resource Planning
GPS	Global Positioning System
K	Knowledge and Understanding
L	Logistician
NOS	National Occupational Standard
NOSDT	National Occupational Standards Development Team
OK	Organisational Knowledge
PC	Performance Criteria
PPEs	Personal Protective Clothing
POLs	Petroleum Oils and Lubricants
PS	Professional Skills
RK	Regulatory Knowledge
RPL	Recognition of Prior Learning
TK	Technical Knowledge
TMS	Transportation Management Systems
WMS	Warehouse Management Systems
ZCILT	Zambia Chartered Institute of Logistics and Transport
ZIPS	Zambia Institute of Purchasing and Supply
ZAQA	Zambia Qualifications Authority
ZQF	Zambia Qualifications Framework

## GLOSSARY OF TERMS

For the purposes of this NOS, the following terms and definitions shall apply:

**Core Skills/Generic Skills:** are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.

**Disability:** is the physical or mental impairment that substantially limits one or more major life activities.

**Function:** is an activity necessary for achieving the key purpose of the sector, occupation or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of the NOS.

**Job Title:** defines a unique set of functions that together form a unique employment opportunity in an organisation.

**Knowledge and Understanding:** are statements, which together specify the technical, generic, professional, and organisational specific knowledge that an individual needs in order to perform to the required standard.

**National Occupational Standards (NOS):** are statements of the standards of performance individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding. They are precise descriptions of what an individual is expected to be able to do in his/her work role.

**National Occupational Standards (NOS) Code:** is a unique reference code that identifies a NOS.

**National Occupational Standards Development Team (NOSDT):** means an established group of national stakeholders/experts responsible for the development of National Occupational Standards within a specific economic sector or occupation.

**Occupation:** is a set of job roles, which perform similar/related set of functions in an industry.

**Organisational Context:** includes the way the organisation is structured and how it operates, including the extent of operative knowledge that managers have in their relevant areas of responsibility.

**Performance Criteria:** are statements that together specify the standard of performance required when carrying out a task.

**Scope:** is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.

**Sector:** is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy, whose components share similar characteristics and interests.

**Sub Sector:** is derived from a further breakdown based on the characteristics and interests of its components.

**Technical Knowledge:** is the specific knowledge needed to accomplish specific designated responsibilities.

**Unit Title:** gives a clear overall statement about what the incumbent should be able to do.

**Elements:** set out competences the incumbent should possess to carry out the day-to-day activities.



## 1. OVERVIEW

This is an introductory section providing a summary and specific information or commentary about the content of the NOS, the targeted sector and occupation to help the user judge whether it is relevant to them.

<b>NOS Code</b>	<b>NOS.L.01</b>
<b>Occupation</b>	Logistics
<b>Job Title</b>	Logistician
<b>Job Description</b>	A Logistician oversees and manages the entire supply chain process, including: supplier management, inventory management, procurement, transportation, warehousing, timely delivery, distribution, and optimisation of network.
<b>Job Purpose</b>	A Logistician's primary role is to ensure the efficient and cost-effective movement of goods from point of origin to consumption. He/she is required to manage and coordinate various aspects of the supply chain and logistics operations within an organisation.
<b>ZQF Level</b>	6
<b>Sector</b>	Transport
<b>Sub sectors</b>	Road, Rail, Maritime and Air Transport, Warehousing, Cold Chain Solutions, Courier and Express industry, E-Commerce, Port Terminals, Inland Container Depots and Container Freight Stations, Cargo Handling, Freight Forwarding, Customs, Shipper, etc.
<b>Other Economic Sector(s) in which the Occupation is Practiced</b>	Mining, Tourism, Manufacturing, Energy, Agriculture, etc.
<b>Other Similar Jobs that can be Performed in the Occupation</b>	Warehousing Manager, Inventory Manager, Load Planner, Procurement Manager, Demand and Inventory Planner, Fleet and Transportation Manager, Customer Service, etc.
<b>Minimum Educational Job Entry Qualification(s)</b>	Diploma Transport and Logistics, or related qualification.
<b>Practicing License Requirements (if any)</b>	ZCILT and ZIPS
<b>Training/RPL</b>	<ol style="list-style-type: none"> <li>1. Awareness of the industry standards, and rules and regulations and their application.</li> <li>2. Use of ICTs (internet, computer packages, email, computer Software and hardware necessary for the job, etc.)</li> <li>3. Quality enhancement methods.</li> </ol>
<b>Minimum Job Entry Age</b>	19 years
<b>Prior Experience (Suggested)</b>	No prior experience needed
<b>Performance Criteria</b>	As described in the Units under Section 4

## **2. SCOPE**

This NOS specifies the fundamental knowledge and understanding, skills and competences, and personal attributes that Logisticians must possess to be successful in their jobs.

## **3. PERSONAL ATTRIBUTES (VALUES, ETHICS AND ATTITUDES)**

The most important personal attributes for a Logistician are the development of an overall vision of the business and the industry, and the ability to communicate, manage change, team work, attention to detail, ability to multitask efficiently, knowledge of logistics software, critical thinking abilities, and problem-solving skills.

## **4. UNITS AND ELEMENTS**

This National Occupational Standard is divided into 7 Units, representing the tasks that a jobholder should undertake in his/her day-to-day work. Each unit is further broken down into elements depicting the number of activities to be carried out for the successful execution of a particular task.

**UNIT 1** [This Unit covers the skills and knowledge required by a Logistician in allocating resources and streamlining logistics operations]

<b>Unit No.</b>	<b>01</b>
<b>Unit Title</b>	<b>Allocation of Resources and Streamlining Processes</b>
<b>Description</b>	This Unit describes the skills and knowledge required by a Logistician to allocate resources and streamline processes in logistics operations.
<b>Scope</b>	<p>This Unit covers the following:</p> <ul style="list-style-type: none"> <li>• Preparation of plans, and allocate tasks and resources.</li> <li>• Monitoring operations.</li> <li>• Resolve escalated issues.</li> </ul>
<b>Performance Criteria (PC) with respect to the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Preparation of Plans, and Allocate Tasks and Resources</b>	<p>To be competent, the individual must be able to:</p> <p>PC1. Manage order details, such as transport plans, delivery schedules, priority orders, daily work allocations, etc.</p> <p>PC2. Develop daily work plans, factoring in priority cases requiring exceptional handling.</p> <p>PC3. Get the work plans approved by the manager.</p> <p>PC4. Arrange for daily shipment processing and quoting.</p> <p>PC5. Allocate tasks to workers and associates.</p> <p>PC6. Budget and allocate the requisite tasks at hand.</p>
<b>Monitor Operations</b>	<p>To be competent, the individual must be able to:</p> <p>PC7. Manage deployment of cargo in communication with the consignee's supervisor.</p> <p>PC8. Supervise loading, unloading, and processing of shipments.</p> <p>PC9. Coordinate with other departments to plan movement of transport.</p> <p>PC10. Monitor the performance of transport operations.</p> <p>PC11. Organise pending tasks in each activity to plan for the next day, and plan for additional resources if required.</p> <p>PC12. Measure and document processes as per productivity standards.</p> <p>PC13. Coordinate with officials and external stakeholders to streamline operations/processes.</p> <p>PC14. Provide regular updates into enterprise resource planning (ERP) and report to the manager.</p>
<b>Resolve Escalated Issues</b>	<p>To be competent, the individual must be able to:</p> <p>PC15. Identify priorities as and when they come, and allocate adequate resources to address them.</p> <p>PC16. Provide guidance to executives, associates, and workers in executing activities.</p> <p>PC17. Manage alternate transport in case of non-availability of vehicles.</p> <p>PC18. Suggest possible solutions, way around to help resolve issues.</p>

	<p>PC19. Assist in resolving freight related billing/documentation issues, and carrier performance related issues.</p> <p>PC20. Escalate the issues to the manager when external or additional help is required.</p>
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organisational Context (knowledge of the company/organisation and its processes)</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. Organisational procedures.</p> <p>OK2. Company's customer accounts.</p> <p>OK3. Organisation fee and charge structure.</p> <p>OK4. Types of documentation in organisation.</p> <p>OK5. Organisation policy of data maintenance, recording and handling.</p> <p>OK6. Relevant safety and security procedures.</p> <p>OK7. Different transport companies the organisation works with and their processes.</p> <p>OK8. Procedure followed while booking trucks to pick up and transport consignments.</p>
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. Use of a computer and associated equipment.</p> <p>TK2. Basic troubleshooting regarding material handling equipment.</p> <p>TK3. Scheduling, planning, etc.</p> <p>TK4. Geographical locations and route maps.</p> <p>TK5. Transit rules and regulations.</p> <p>TK6. Types of goods being handled.</p> <p>TK7. State laws and regulations pertaining to transportation.</p> <p>TK8. Route optimisation software.</p> <p>TK9. Loading/unloading and transport that can be used for different types of shipments.</p> <p>TK10. GPS and tracking devices.</p> <p>TK11. Different cargo arrangements to maximise space utilisation.</p> <p>TK12. Special characteristics and handling requirements of goods, if any.</p>
<p><b>C. Regulatory Context (knowledge of rules and regulations)</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. Road Traffic Act.</p> <p>RK2. ZCILT Act.</p> <p>RK3. ZIPS Act.</p> <p>RK4. Public Procurement Act.</p> <p>RK5. Employment Act.</p> <p>RK6. Traffic regulations (Cross Border).</p> <p>RK7. SADC protocols on transport.</p> <p>RK8. Any other relevant laws and regulations.</p>

<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The individual on the job must be able to:  CS1. Write work-orders and instructions for resources. CS2. Prepare list of activities, delays, etc. CS3. Write daily, weekly, monthly reports. CS4. Maintain records as per company's policy.
	<b>Reading Skills</b>
	The individual on the job must be able to:  CS5. Comprehend work instructions and customer requirements. CS6. Interpret information from ERP reports and computer-generated reports. CS7. Comprehend legal documents of the shipments/goods. CS8. Track checklists and daily reports.
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The individual on the job must be able to:  CS9. Listen and understand the requirements of the client or manager. CS10. Communicate clearly in the local language with the transporter/client. CS11. Communicate effectively with operational staff at all levels.
	<b>Decision-Making</b>
	The individual on the job must be able to:  PS1. Determine when to escalate an issue. PS2. Identify which shipments need to be prioritised. PS3. Determine whether alternate routes are to be planned or alternate transport to be sent in case a delivery/pickup vehicle is stuck.
<b>B. Professional Skills</b>	<b>Plan and Organise</b>
	The individual on the job should be able to:  PS4. Plan work and organise required resources in coordination with team members and superiors. PS5. Plan and estimate the coordination required considering customer requirements. PS6. Develop plans based on customer specifications. PS7. Plan for transportation and packaging of cargo. PS8. Plan for resource requirement and utilisation during peak and non-peak hours.
	<b>Customer Centricity</b>
	The individual on the job should be able to:  PS9. Manage relationships with customers with intent to satisfying their requirements. PS10. Harmonise customer and internal timelines taking in to account the need for quick service delivery.

	<p>PS11. Determine the urgency of certain tasks as escalated by different departments.</p> <p>PS12. Take prompt action on queries raised by the customer.</p>
	<p><b>Problem Solving</b></p>
	<p>The individual on the job should be able to:</p> <p>PS13. Resolve any conflict within the team.</p> <p>PS14. Identify trends/common causes for delays, issues in tracking, etc.</p> <p>PS15. Identify bottlenecks and operational problems, and provide alternate solutions for the same.</p> <p>PS16. Keep contingent plan ready in case of delays or any other issue.</p>
	<p><b>Analytical Thinking</b></p>
	<p>The individual on the job should be able to:</p> <p>PS17. Analyse and convey to the superior and carry out remedial action.</p> <p>PS18. Assess the resource requirement for a particular task at hand.</p> <p>PS19. Assess and prepare for backup transport in case of continuous delays.</p> <p>PS20. Determine more efficient and productive ways to streamline processes.</p>
	<p><b>Critical Thinking</b></p>
<p>The individual on the job should be able to:</p> <p>PS21. Identify best possible solutions for route planning.</p> <p>PS22. Interpret and act upon complex situations in transit issues.</p> <p>PS23. Prioritise workflow based on urgent requirements.</p> <p>PS24. Tactically handle adverse situations, with attention to details.</p>	

**UNIT 2** [This Unit covers the skills and knowledge required by a Logistician in the application of technology in logistics operations]

<b>Unit No.</b>	<b>02</b>
<b>Unit Title</b>	<b>Application of Technology in Logistics Operations</b>
<b>Description</b>	This Unit describes the skills and knowledge required by a Logistician in applying technology in logistics operations.
<b>Scope</b>	<p>This Unit covers the following:</p> <ul style="list-style-type: none"> <li>• Appropriate use of technology.</li> <li>• Identifying possible areas of improvement in the application of technology.</li> </ul>
<b>Performance Criteria (PC) with respect to the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Appropriate Use of Technology</b>	<p>To be competent, the individual must be able to:</p> <p>PC1. Ensure that technology is applied efficiently and effectively during logistics operations.</p> <p>PC2. Follow specified maintenance schedules according to manufacturers and organisational procedures.</p> <p>PC3. Check that colleagues using the technology understand its use and are competent in its operation.</p> <p>PC4. Monitor colleagues to ensure the technology is used safely in a way that is approved by the organisation.</p>
<b>Identifying Possible Areas of Improvement in the Application of Technology</b>	<p>To be competent, the individual must be able to:</p> <p>PC5. Identify and respond to any training needs associated with the use of the technology.</p> <p>PC6. Identify ways in which the technology has improved logistics operations, and recommend further potential improvements.</p> <p>PC7. Devise effective ways of responding to failures in the technology.</p> <p>PC8. Identify issues arising from the use of the technology and take appropriate action to respond to them.</p> <p>PC9. Record work according to organisational procedures.</p> <p>PC10. Comply with the organisation's procedures and all relevant legal, safety, and operating requirements when applying the technology.</p>
<b>Knowledge and Understanding (OK)</b>	
<b>A. Organisational Context (knowledge of the company/organisation and its processes)</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. Equipment and systems that are available.</p> <p>OK2. Latest technological advances.</p> <p>OK3. Implications of changes in technology.</p> <p>OK4. Legislation and regulations relating to health, safety, and logistics operations.</p> <p>OK5. Sources of information on legislation and regulations.</p> <p>OK6. Regulatory bodies and their compliance requirements.</p> <p>OK7. Roles, responsibilities, and management systems.</p>

	<p>OK8. Working practices, operating procedures, guidelines, and codes of practice.</p> <p>OK9. Information systems and communication methods used by the organisation.</p> <p>OK10. Relevant legal, safety, and operating requirements when applying technology.</p>
<b>B. Technical Knowledge</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. Use of computers and associated equipment.</p> <p>TK2. Basic troubleshooting regarding material handling equipment.</p> <p>TK3. Route optimisation software.</p> <p>TK4. GPS and tracking devices.</p>
<b>C. Regulatory Context (knowledge of rules and regulations)</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. Road Traffic Act.</p> <p>RK2. ZCILT Act.</p> <p>RK3. ZIPS Act.</p> <p>RK4. Public Procurement Act.</p> <p>RK5. Employment Act.</p> <p>RK6. Traffic regulations (Cross-border).</p> <p>RK7. SADC protocols on transport.</p> <p>RK8. Any other relevant laws and regulations.</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS1. Write work-orders and instructions for resources.</p> <p>CS2. Prepare lists of activities, delays, etc.</p> <p>CS3. Write daily and weekly reports, etc.</p> <p>CS4. Maintain records as per company's policies.</p>
	<b>Reading Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS5. Comprehend work instructions and customer requirements.</p> <p>CS6. Interpret information from ERP reports and computer-generated reports.</p> <p>CS7. Comprehend legal documents of the shipments/goods.</p> <p>CS8. Track checklists and daily reports.</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
<p>The individual on the job must be able to:</p> <p>CS9. Listen and understand the requirements of the client or the manager.</p> <p>CS10. Communicate clearly in the local language with the transporter/client.</p> <p>CS11. Communicate effectively with operational staff at all levels.</p>	



<b>B. Professional Skills</b>	<b>Decision-Making</b>
	The individual on the job must be able to:  PS1. Determine when to escalate an issue. PS2. Identify which shipments need to be prioritised. PS3. Determine whether alternate routes are to be planned or alternate transport to be sent in case a delivery/ pickup vehicle is stuck.
	<b>Plan and Organise</b>
	The individual on the job should be able to:  PS4. Plan work and organise required resources in coordination with team members and superiors. PS5. Plan and estimate the coordination required considering customer requirements. PS6. Develop plans based on customer specifications. PS7. Plan for transportation and packaging of cargo. PS8. Plan for resource requirements and utilisation during peak and non-peak hours.
	<b>Customer Centricity</b>
	The individual on the job should be able to:  PS9. Manage relationships with customer with intent to satisfying their requirements PS10. Harmonise customer and internal timelines. PS11. Determine the urgency of certain tasks as escalated by different departments. PS12. Take prompt action on queries raised by customers.
	<b>Problem Solving</b>
The individual on the job should be able to:  PS13. Resolve any conflicts within the team. PS14. Identify trends/common causes for delays, issues in tracking, etc., and resolve the same over call with the client. PS15. Identify small bottlenecks and operational problems and provide alternate solutions for the same. PS16. Maintain contingent plan in case of delays or issues.	
<b>Analytical Thinking</b>	
The individual on the job should be able to:  PS17. Analyse and convey feedback to the superior and carry out remedial action. PS18. Assess the resource requirement for particular tasks at hand. PS19. Assess and prepare for backup transport in case of continuous delays. PS20. Determine more efficient and productive ways to streamline processes.	

	<b>Critical Thinking</b>
	<p>The individual on the job should be able to:</p> <ul style="list-style-type: none"><li>PS21. Identify best possible solutions for route planning.</li><li>PS22. Interpret and act upon complex situations in transit issues.</li><li>PS23. Prioritise work flow based on urgent requirements.</li><li>PS24. Handle adverse situations tactically, with attention to detail.</li></ul>

**UNIT 3** [This Unit covers the skills and knowledge required by a Logistician in the supervision of fleet maintenance, tracking, and movement of the vehicles]

<b>Unit No.</b>	<b>03</b>
<b>Unit Title</b>	<b>Supervision of Fleet Maintenance, Tracking and Movement</b>
<b>Description</b>	This Unit describes the skills and knowledge required by a Logistician in the supervision of fleet maintenance, tracking, and movement of the vehicles.
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Management information systems (MIS) reporting.</li> <li>• Verifying mandatory documents.</li> <li>• Supervising route planning and vehicle tracking.</li> </ul>
<b>Performance Criteria (PC) with respect to the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Management Information Systems (MIS) Reporting</b>	To be competent, the individual must be able to: <p>PC1. Prepare various reports (trucks out of service, fuel use, parts inventory, etc.) according to the organisation's guidelines and procedures.</p> <p>PC2. Analyse maintenance costs, and recommend on fleet utilisation and replacement.</p> <p>PC3. Assist in the development of the fleet services budgets.</p> <p>PC4. Communicate maintenance requirements to the manager for budgetary approvals.</p>
<b>Verifying Mandatory Documents</b>	To be competent, the individual must be able to: <p>PC5. Check for selection on the type of trucks required based on load carriage, route, load consolidation, and associated costs.</p> <p>PC6. Cross check details, including road permits, commercial driver's licenses (CDL), shipping bills, valid vehicle documents, etc., that they are correctly captured and verified by associates.</p> <p>PC7. Check for presence of permits and regulatory compliance for operation of articulated vehicles, reefer vehicles, trailers, trucks, etc.</p>
<b>Supervising Route Planning and Vehicle Tracking</b>	To be competent, the individual must be able to: <p>PC8. Review and approve route plans for vehicles.</p> <p>PC9. Supervise and approve driver deployment.</p> <p>PC10. Provide instructions to associates and executives regarding vehicle operations, loading, and unloading.</p> <p>PC11. Collect regular feedback on position of vehicles based on GPS/telephonic tracking.</p> <p>PC12. Arrange for alternative solutions in case of breakdowns, excessive delays, or emergencies.</p> <p>PC13. Coordinate with external stakeholders to resolve issues regarding consignments and vehicle movements.</p>

	PC14. Update the transport manager regarding status of different escalations and receive instructions to resolve.
<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context (knowledge of the company/ organisation and its processes)</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <ul style="list-style-type: none"> <li>OK1. Organisational procedures.</li> <li>OK2. Company's customer accounts.</li> <li>OK3. Organisation fee and charge structure.</li> <li>OK4. Types of documentation in organisation.</li> <li>OK5. Organisation policy of data maintenance, recording, and handling.</li> <li>OK6. Relevant safety and security procedures.</li> <li>OK7. Different transport companies the organisation works with and their processes.</li> <li>OK8. Procedures followed while booking trucks to pick up and transport consignments.</li> </ul>
<b>B. Technical Knowledge</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <ul style="list-style-type: none"> <li>TK1. Use of computers and associated equipment.</li> <li>TK2. Basic troubleshooting regarding material handling equipment.</li> <li>TK3. Scheduling, planning, etc.</li> <li>TK4. Geographical locations and route maps.</li> <li>TK5. Transit rules and regulations.</li> <li>TK6. Types of goods being handled.</li> <li>TK7. State laws and regulations pertaining to transportation.</li> <li>TK8. Route optimisation software.</li> <li>TK9. Loading/unloading and transport that can be used for different types of shipments.</li> <li>TK10. GPS and tracking devices.</li> <li>TK11. Different cargo arrangements to maximise space utilisation.</li> <li>TK12. Special characteristics and handling requirements of goods, if any.</li> </ul>
<b>C. Regulatory Context (knowledge of rules and regulations)</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <ul style="list-style-type: none"> <li>RK1. Road Traffic Act.</li> <li>RK2. ZCILT Act.</li> <li>RK3. ZIPS Act.</li> <li>RK4. Public Procurement Act.</li> <li>RK5. Employment Act.</li> <li>RK6. Traffic regulations (Cross Border).</li> <li>RK7. SADC protocols on transport.</li> <li>RK8. Any other relevant laws and regulations.</li> </ul>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The individual on the job must be able to:</p> <ul style="list-style-type: none"> <li>CS1. Write work-orders and instructions for resources.</li> </ul>

	<p>CS2. Prepare lists of activities, delays, etc.          CS3. Write daily, weekly reports, etc.          CS4. Maintain records as per company's policies.</p>
	<p><b>Reading Skills</b></p> <p>The individual on the job must be able to:</p> <p>CS5. Comprehend work instructions and customer requirements.          CS6. Interpret schedules and plans for shipments.          CS7. Comprehend information from ERP and computer-generated reports.          CS8. Interpret legal documents of the shipments/goods.          CS9. Track checklists and daily reports.</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The individual on the job must be able to:</p> <p>CS10. Listen attentively and interpret communication/ instructions from the supervisor and other co-workers.          CS11. Convey information clearly and concisely to co-workers.          CS12. Listen and understand the requirements of the client or the manager.          CS13. Communicate clearly in the local language with the transporter/client.          CS14. Communicate effectively with operational staff at all levels.</p>
	<p><b>Decision-Making</b></p> <p>The individual on the job must be able to:</p> <p>PS1. Determine when to escalate an issue.          PS2. Identify when to schedule for an alternative vehicle or alternative arrangement.</p>
<b>B. Professional Skills</b>	<p><b>Plan and Organise</b></p> <p>The individual on the job should be able to:</p> <p>PS3. Plan work and organise required resources in coordination with team members and superiors.          PS4. Plan and estimate coordination required considering customer requirements.          PS5. Develop plans based on customer specifications.          PS6. Plan for consignment movement and tracking.          PS7. Plan for resource requirements and utilisation during peak and non-peak hours.</p>
	<p><b>Customer Centricity</b></p> <p>The individual on the job should be able to:</p> <p>PS8. Manage relationships with customers with intent to satisfying their project requirements.          PS9. Harmonise customer and internal timelines.          PS10. Determine the urgency of certain tasks as escalated by different departments.          PS11. Take prompt action on queries raised by customers.</p>

	<b>Problem Solving</b>
	<p>The individual on the job should be able to:</p> <p>PS12. Resolve any conflicts within the team.</p> <p>PS13. Identify trends/common causes for delays, issues in tracking, etc., and resolve the same over call with the client.</p> <p>PS14. Identify bottlenecks and operational problems and provide alternate solutions for the same.</p> <p>PS15. Maintain contingent plan in case of delays or issues.</p>
	<b>Analytical Thinking</b>
	<p>The individual on the job should be able to:</p> <p>PS16. Analyse and convey feedback to the superior and carry out remedial action.</p> <p>PS17. Assess resource requirements for particular tasks at hand.</p> <p>PS18. Assess and prepare for backup transport in case of continuous delays.</p> <p>PS19. Determine more efficient and productive ways to streamline processes.</p>
	<b>Critical Thinking</b>
	<p>The individual on the job should be able to:</p> <p>PS20. Identify best possible solutions for route planning.</p> <p>PS21. Interpret and act upon complex situations in transit issues.</p> <p>PS22. Prioritise workflow based on urgent requirements.</p> <p>PS23. Handle adverse situations tactically, with attention to detail.</p>

**UNIT 4** [This Unit covers the skills and knowledge required by a Logistician in the improvement of performance for logistics operations]

<b>Unit No.</b>	<b>04</b>
<b>Unit Title</b>	<b>Improvement of Performance for Logistics Operations</b>
<b>Description</b>	This Unit describes the skills and knowledge required by a Logistician to identify areas of performance improvement and evaluating the impact of the improvements in logistics operations.
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Identify areas for improving performance in logistics operations.</li> <li>• Evaluate the impact of the improvements in logistics operations.</li> </ul>
<b>Performance Criteria (PC) with respect to the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Identify Areas for Improving Performance in Logistics Operations</b>	To be competent, the individual must be able to: <p>PC1. Acquire valid and reliable information on performance in logistics operations.</p> <p>PC2. Identify potential areas for improvement and agree with colleagues on the need to improve them.</p> <p>PC3. Assess potential improvement methods that would be appropriate for the organisation and its logistics operations.</p> <p>PC4. Recommend suitable methods for improving performance in logistics operations.</p>
<b>Evaluate the Impact of the Improvements in Logistics Operations</b>	To be competent, the individual must be able to: <p>PC5. Identify the success criteria that can be used to evaluate the effects of applying the improvement methods.</p> <p>PC6. Monitor the effects of applying the improvement methods over a suitable period of time.</p> <p>PC7. Evaluate the effects on quality in applying the improvement methods.</p> <p>PC8. Identify any problems with applying improvement methods, and take appropriate action to deal with them.</p> <p>PC9. Record work according to organisational procedures.</p> <p>PC10. Comply with the organisation's procedures and all relevant legal, safety, and operating requirements for improving performance.</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context (knowledge of the company/ organisation and its processes)</b>	The individual on the job must demonstrate knowledge and understanding of: <p>OK1. Sources of information on improvement methods.</p> <p>OK2. Advantages and disadvantages of different methods.</p> <p>OK3. Organisational procedures relating to health, safety, and logistics operations.</p> <p>OK4. Sources of information on organisational procedures.</p>

	<p>OK5. Regulatory bodies and their compliance requirements.</p> <p>OK6. Roles, responsibilities, and management systems.</p> <p>OK7. Information systems and communication methods used by the organisation.</p>
<b>B. Technical Knowledge</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. Improvement approaches and methods that are used in industry.</p> <p>TK2. Methods for evaluating improvement methods.</p> <p>TK3. Improvement methods used in the organisation.</p> <p>TK4. Relevant legal, safety, and operating requirements for improving performance.</p>
<b>C. Regulatory Context (knowledge of rules and regulations)</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. Road Traffic Act.</p> <p>RK2. ZCILT Act.</p> <p>RK3. ZIPS Act.</p> <p>RK4. Public Procurement Act.</p> <p>RK5. Employment Act.</p> <p>RK6. Traffic regulations (Cross-border).</p> <p>RK7. SADC protocols on transport.</p> <p>RK8. Any other relevant laws and regulations.</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS1. Write work-orders and instructions for resources.</p> <p>CS2. Prepare lists of activities, delays, etc.</p> <p>CS3. Write end-of-day reports.</p> <p>CS4. Maintain records as per company's policies.</p>
	<b>Reading Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS5. Comprehend work instructions and customer requirements.</p> <p>CS6. Interpret schedules and plans for shipments.</p> <p>CS7. Comprehend information from ERP and computer-generated reports.</p> <p>CS8. Interpret legal documents of the shipments/goods.</p> <p>CS9. Track checklists and daily reports.</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
<p>The individual on the job must be able to:</p> <p>CS10. Listen attentively and interpret communication/ instructions from the supervisor and other co-workers.</p> <p>CS11. Convey information clearly and concisely to co-workers</p> <p>CS12. Listen and understand the requirements of the client or the manager.</p> <p>CS13. Communicate clearly in the local language with the transporter/client.</p>	



	CS14. Communicate effectively with operational staff at all levels.
<b>B. Professional Skills</b>	<b>Decision-Making</b>
	The individual on the job must be able to:  PS1. Determine when to escalate an issue. PS2. Identify when to schedule for an alternative vehicle or alternative arrangements. PS3. Determine whether to schedule repairs considering the estimated time and costs.
	<b>Plan and Organise</b>
	The individual on the job should be able to:  PS4. Plan work and organise required resources in coordination with team members and superiors. PS5. Plan and estimate coordination required considering customer requirements. PS6. Develop plans based on customer specifications. PS7. Plan for consignment movement and tracking. PS8. Plan for resource requirements and utilisation during peak and non-peak hours.
	<b>Customer Centricity</b>
	The individual on the job should be able to:  PS9. Manage relationships with customers with intent to satisfying their project requirements. PS10. Harmonise customer and internal timelines. PS11. Determine the urgency of certain tasks as escalated by different departments. PS12. Take prompt action on queries raised by customers.
	<b>Problem Solving</b>
	The individual on the job should be able to:  PS13. Resolve any conflicts within the team. PS14. Identify trends/common causes for delays, issues in tracking, etc., and resolve the same over call with the client. PS15. Identify bottlenecks and operational problems and provide alternate solutions for the same. PS16. Maintain contingent plan in case of delays or issues.
	<b>Analytical Thinking</b>
	The individual on the job should be able to:  PS17. Analyse and convey to the superior and carry out remedial action. PS18. Assess resource requirements for particular tasks at hand. PS19. Assess and prepare for backup transport in case of continuous delays. PS20. Determine more efficient and productive ways to streamline processes.

	<b>Critical Thinking</b>
	<p>The individual on the job should be able to:</p> <ul style="list-style-type: none"><li>PS21. Identify best possible solutions for route planning.</li><li>PS22. Interpret and act upon complex situations in transit issues.</li><li>PS23. Prioritise workflow based on urgent requirements.</li><li>PS24. Handle adverse situations tactically, with attention to detail.</li></ul>

**UNIT 5** [This Unit covers the skills and knowledge required by a Logistician on how to deal with challenges/problems in logistics operations]

<b>Unit No.</b>	<b>05</b>
<b>Unit Title</b>	<b>Dealing with Challenges/Problems</b>
<b>Description</b>	This Unit describes the skills and knowledge required by a Logistician in dealing with challenges/problems, and identifying the most appropriate responses and monitoring the effects.
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Dealing with challenges/problems in logistics operations.</li> <li>• Identifying the most appropriate responses and monitoring the effects in logistics operations.</li> </ul>
<b>Performance Criteria (PC) with respect to the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Dealing with Challenges/ Problems in Logistics Operations</b>	To be competent, the individual must be able to: <p>PC1. Develop procedures for identifying and resolving problems with logistics operations.</p> <p>PC2. Review problems that have previously occurred and the factors that led to them.</p> <p>PC3. Record work according to organisational procedures.</p> <p>PC4. Comply with the organisation's procedures and all relevant legal, safety, and operating requirements relating to the development of contingency plans.</p>
<b>Identifying the Most Appropriate Responses and Monitoring the Effects in Logistics Operations</b>	To be competent, the individual must be able to: <p>PC5. Assess the impact of the problem on logistics operations, and how people and the organisation respond to them.</p> <p>PC6. Identify the activities and resources required to respond to problems.</p> <p>PC7. Inform all relevant personnel of the contingency plans, and provide guidance on their implementation.</p> <p>PC8. Acquire feedback from colleagues on the use of the contingency plans.</p> <p>PC9. Review the effectiveness of the contingency plans at suitable opportunities.</p>
<b>Knowledge and Understanding (OK)</b>	
<b>A. Organisational Context (knowledge of the company/ organisation and its processes)</b>	The individual on the job must demonstrate knowledge and understanding of: <p>OK1. Types of challenges/problems that can occur with different logistics operations.</p> <p>OK2. Factors that could lead to challenges/problems.</p> <p>OK3. Contingency planning methods.</p> <p>OK4. Risk assessment methods that are used.</p> <p>OK5. Roles, responsibilities, and management systems.</p> <p>OK6. Communication methods used by the organisation.</p>
<b>B. Technical Knowledge</b>	The individual on the job must demonstrate knowledge and understanding of: <p>TK1. How to resolve typical challenges/problems.</p>

	<p>TK2. Organisational procedures relating to health, safety, and logistics operations.</p> <p>TK3. Sources of information on organisational procedures.</p> <p>TK4. Regulatory bodies and their compliance requirements.</p> <p>TK5. Relevant legal, safety, and operating requirements relating to the development of contingency plans.</p>
<b>C. Regulatory Context (knowledge of rules and regulations)</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. Road Traffic Act.</p> <p>RK2. ZCILT Act.</p> <p>RK3. ZIPS Act.</p> <p>RK4. Public Procurement Act.</p> <p>RK5. Employment Act.</p> <p>RK6. Traffic regulations (Cross-border).</p> <p>RK7. SADC protocols on transport.</p> <p>RK8. Any other relevant laws and regulations.</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS1. Write work-orders and instructions for resources.</p> <p>CS2. Prepare lists of activities, delays, etc.</p> <p>CS3. Write end-of-day reports.</p> <p>CS4. Maintain records as per company's policies.</p>
	<b>Reading Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS5. Understand work instructions and customer requirements.</p> <p>CS6. Interpret schedules and plans for shipments.</p> <p>CS7. Comprehend information from ERP and computer-generated reports.</p> <p>CS8. Interpret legal documents of the shipments/goods.</p> <p>CS9. Track checklists and daily reports.</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The individual on the job must be able to:</p> <p>CS10. Listen attentively and interpret communication/ instructions from the supervisor and other co-workers.</p> <p>CS11. Convey information clearly and concisely to co-workers</p> <p>CS12. Listen and understand the requirements of the client or the manager.</p> <p>CS13. Communicate clearly in the local language with the transporter/client.</p> <p>CS14. Communicate effectively with operational staff at all levels.</p>
<b>B. Professional Skills</b>	<b>Decision-Making</b>
	<p>The individual on the job must be able to:</p> <p>PS1. Determine when to escalate an issue.</p> <p>PS2. Identify when to schedule for an alternative vehicle or alternative arrangements.</p>

	PS3. Determine whether to schedule repairs considering the estimated time and costs.
	<b>Plan and Organise</b>
	The individual on the job should be able to:
	PS4. Plan work and organise required resources in coordination with team members and superiors.
	PS5. Plan and estimate coordination required considering customer requirements.
	PS6. Develop plans based on customer specifications.
	PS7. Plan for consignment movement and tracking.
	PS8. Plan for resource requirements and utilisation during peak and non-peak hours.
	<b>Customer Centricity</b>
	The individual on the job should be able to:
PS9. Manage relationships with customers with intent to satisfying their customer requirements.	
PS10. Harmonise customer and internal timelines.	
PS11. Determine urgency of certain tasks as escalated by different departments.	
<b>Problem Solving</b>	
The individual on the job should be able to:	
PS12. Resolve any conflicts within the team.	
PS13. Identify trends/common causes for delays, issues in tracking, etc., and resolve the same over call with the client.	
PS14. Identify bottlenecks and operational problems and provide alternate solutions for the same.	
PS15. Maintain contingent plan ready in case of delays or any issues.	
<b>Analytical Thinking</b>	
The individual on the job should be able to:	
PS16. Analyse and convey to the superior and carry out remedial action.	
PS17. Assess the resource requirements for particular tasks at hand.	
PS18. Assess and prepare for backup transport in case of continuous delays.	
PS19. Determine more efficient and productive ways to streamline processes.	
<b>Critical Thinking</b>	
The individual on the job should be able to:	
PS20. Identify best possible solutions for route planning.	
PS21. Interpret and act upon complex situations in transit issues.	
PS22. Prioritise workflow based on urgent requirements.	
PS23. Handle adverse situations tactically, with attention to detail.	

**UNIT 6** [This Unit covers the skills and knowledge required by a Logistician on how to maintain occupational health, safety, and security in logistics operations]

<b>Unit No.</b>	<b>06</b>
<b>Unit Title</b>	<b>Maintaining Occupational Health, Safety and Security in Logistics Operations</b>
<b>Description</b>	This Unit describes the skills and knowledge required by a Logistician in maintaining occupational health, safety, and security in logistics operations.
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Ensure compliance to occupational health, safety, and security procedures.</li> </ul>
<b>Performance Criteria (PC) with respect to the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Ensure Compliance to Occupational Health, Safety, and Security Procedures</b>	<p>To be competent, the individual must be able to:</p> <p>PC1. Adhere to regulations and organisational procedures for health, safety, and security at all times.</p> <p>PC2. Provide support to colleagues to check that health, safety, and security procedures are followed all times.</p> <p>PC3. Use personal protective equipment correctly.</p> <p>PC4. Identify promptly health and safety hazards and security issues.</p> <p>PC5. Take immediate action to prevent injury, theft or damage, and give priority to protection of people over organisational performance.</p> <p>PC6. Respond to incidents affecting health, safety, and security by using the appropriate safety equipment, and carrying out the safety procedures specified by the organisation.</p> <p>PC7. Identify when it is necessary to evacuate the workplace, and use the approved escape routes and assembly points.</p> <p>PC8. Report accidents and near-misses to the appropriate personnel and record them in the appropriate electronic or manual information systems within the limits of authority.</p> <p>PC9. Comply with the organisation's procedures and all relevant legal, safety, and operating requirements relating to health and safety.</p> <p>PC10. Adhere to necessary SOPs and precautions while handling dangerous and hazardous goods.</p> <p>PC11. Adhere to security procedures, like green gate in port, customs area, factory security, etc.</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context (knowledge of the company/ organisation)</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>OK1. Standard operating procedures.</p> <p>OK2. Legislation, regulations, and organisational procedures that apply to health and safety in the workplace.</p>

<p><b>and its processes)</b></p>	<p>OK3. Responsibilities of all workers for health, safety, and security.</p> <p>OK4. Personal protective equipment that should be used for different activities, and how to use it correctly.</p> <p>OK5. Types of health, safety, and security issues that could occur.</p> <p>OK6. Safety equipment and procedures that should be used for different types of incidents.</p> <p>OK7. Accident and emergency procedures of the organisation, including individual roles and responsibilities.</p> <p>OK8. Alarm systems and procedures for contacting emergency services.</p> <p>OK9. Location of the approved escape routes and assembly points.</p> <p>OK10. Responsibilities for reporting accidents and emergencies.</p> <p>OK11. Relevant legal, safety and operating requirements relating to health and safety.</p>
<p><b>B. Technical Knowledge</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. Basics of Occupational Safety and Health Administration (OSHA).</p> <p>TK2. Necessary security procedures for airports, customs areas, etc.</p> <p>TK3. Tools and equipment for material handling.</p> <p>TK4. Standard material handling procedures while handling cargo.</p> <p>TK5. Safety and security signage and their functions.</p> <p>TK6. Knowledge of security tags, labels, and signage.</p> <p>TK7. Handling procedure for hazardous/fragile cargo.</p> <p>TK8. Security procedures for dangerous/hazardous goods.</p> <p>TK9. Different PPE, their usage and purpose.</p> <p>TK10. Safe driving techniques.</p>
<p><b>C. Regulatory Context (knowledge of rules and regulations)</b></p>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. Road Traffic Act.</p> <p>RK2. ZCILT Act.</p> <p>RK3. ZIPS Act.</p> <p>RK4. Public Procurement Act.</p> <p>RK5. Employment Act.</p> <p>RK6. Traffic regulations (Cross Border).</p> <p>RK7. SADC protocols on transport.</p> <p>RK8. Any other relevant laws and regulations.</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The individual on the job must be able to:</p> <p>CS1. Write work-orders and instructions for resources.</p> <p>CS2. Prepare lists of activities, delays, etc.</p>



	CS3. Write end-of-day reports. CS4. Maintain records as per company's policies.
	<b>Reading Skills</b>
	The individual on the job must be able to:  CS5. Comprehend work instructions and customer requirements. CS6. Interpret schedule and plan for shipments. CS7. Comprehend information from ERP and computer-generated reports. CS8. Interpret legal documents of the shipments/goods. CS9. Track checklists and daily reports.
	<b>Oral Communication (Listening and Speaking skills)</b>
<b>B. Professional Skills</b>	The individual on the job must be able to:  CS10. Listen attentively and interpret communication/ instructions from the supervisor and other co-workers. CS11. Convey information clearly and concisely to co-workers. CS12. Listen and understand the requirements of the client or the manager. CS13. Communicate clearly in the local language with the transporter/client. CS14. Communicate effectively with operational staff at all levels.
	<b>Decision-Making</b>
	The individual on the job must be able to:  PS1. Analyse and convey feedback to the superior and carry out remedial action. PS2. Assess the resource requirements for particular tasks at hand. PS3. Assess and prepare for backup transport in case of continuous delays. PS4. Determine more efficient and productive ways to streamline processes.
	<b>Plan and Organise</b>
	The individual on the job should be able to:  PS5. Plan work and organise required resources in coordination with team members and superiors. PS6. Plan and estimate coordination required considering customer requirements. PS7. Develop plans based on customer specifications. PS8. Plan for consignment movement and tracking. PS9. Plan for resource requirements and utilisation during peak and non-peak hours.
	<b>Customer Centricity</b>
	The individual on the job should be able to:  PS10. Manage relationships with customers with intent to satisfying their requirements. PS11. Harmonise customer and internal timelines.



	PS12. Interpret the urgency of certain tasks as escalated by different departments.
	<b>Problem Solving</b>
	The individual on the job should be able to:
	PS13. Resolve any conflicts within the team.
	PS14. Identify trends/common causes for delays, issues in tracking, etc., and resolve the same over call with the client.
	PS15. Identify bottlenecks and operational problems, and provide alternate solutions for the same.
PS16. Maintain contingent plan ready in case of delays or any issues.	
<b>Analytical Thinking</b>	
The individual on the job should be able to:	
PS17. Analyse tasks and convey feedback to the superior and carry out remedial action.	
PS18. Assess the resource requirements for particular tasks at hand.	
PS19. Assess and prepare for backup transport in case of continuous delays.	
PS20. Determine more efficient and productive ways to streamline processes.	
<b>Critical Thinking</b>	
The individual on the job should be able to:	
PS21. Identify best possible solutions for route planning.	
PS22. Interpret and act upon complex situations in transit issues.	
PS23. Prioritise workflow based on urgent requirements.	
PS24. Handle adverse situations tactically, with attention to detail.	

**UNIT 7** [This Unit covers the skills and knowledge required by a Logistician on how to monitor the environmental impact of the logistics operations]

<b>Unit No.</b>	<b>07</b>
<b>Unit Title</b>	<b>Monitor the Environmental Impact</b>
<b>Description</b>	This Unit describes the skills and knowledge required by a Logistician in monitoring the environmental impact of the logistics operations, and identifying ways to minimise that impact, while dealing with utilising energy and materials more efficiently.
<b>Scope</b>	This Unit covers the following: <ul style="list-style-type: none"> <li>• Monitoring the environmental impact of logistics operations.</li> <li>• Identifying ways to minimise impact.</li> <li>• Utilising energy and materials more efficiently.</li> </ul>
<b>Performance Criteria (PC) with respect to the Scope</b>	
<b>Element</b>	<b>Performance Criteria (PC)</b>
<b>Monitoring the Environmental Impact of Logistics Operations</b>	To be competent, the individual must be able to: <p>PC1. Implement and promote the organisation’s environmental policy.</p> <p>PC2. Monitor the use of energy and materials to deliver logistics operations economically.</p> <p>PC3. Assess the environmental risks of specific logistics operations before they are undertaken.</p> <p>PC4. Comply with the organisation’s procedures and all relevant legal, safety, and operating requirements when monitoring the environmental impact of operations.</p>
<b>Identifying Ways to Minimise Impact</b>	To be competent, the individual must be able to: <p>PC5. Identify the effects on the environment of logistics operations.</p> <p>PC6. Propose ways to minimise the environmental impact of logistics operations.</p>
<b>Utilising Energy and Materials More Efficiently</b>	To be competent, the individual must be able to: <p>PC7. Identify ways to reduce adverse effects on the environment.</p> <p>PC8. Identify ways to use energy and material more effectively and efficiently.</p> <p>PC9. Dispose or recycle surplus materials according to organisational procedures.</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organisational Context (knowledge of the company/ organisation and its processes)</b>	The individual on the job must demonstrate knowledge and understanding of: <p>OK1. Environmental protection measures used in organisations.</p> <p>OK2. Environmental issues affecting the logistics sector.</p> <p>OK3. Organisation’s environmental policies.</p> <p>OK4. Legislation and regulations relating to health, safety, and logistics operations.</p> <p>OK5. Sources of information on legislation and regulations.</p>

	<p>OK6. Regulatory bodies and their compliance requirements.</p> <p>OK7. Roles, responsibilities, and management systems.</p> <p>OK8. Working practices, operating procedures, guidelines, and codes of practice.</p> <p>OK9. Information systems and communication methods used by the organisation.</p>
<b>B. Technical Knowledge</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>TK1. Systems to assess environmental impact.</p> <p>TK2. Recycling and disposal of surplus materials.</p> <p>TK3. Legislation and regulations applying to the disposal of surplus materials.</p>
<b>C. Regulatory Context (knowledge of rules and regulations)</b>	<p>The individual on the job must demonstrate knowledge and understanding of:</p> <p>RK1. Road Traffic Act.</p> <p>RK2. ZCILT Act.</p> <p>RK3. ZIPS Act.</p> <p>RK4. Public Procurement Act.</p> <p>RK5. Employment Act.</p> <p>RK6. Traffic regulations (Cross-border).</p> <p>RK7. SADC protocols on transport.</p> <p>RK8. Any other relevant laws and regulations.</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS1. Write work-orders and instructions for resources.</p> <p>CS2. Prepare lists of activities, delays, etc.</p> <p>CS3. Write end-of-day reports.</p> <p>CS4. Maintain records as per company's policies.</p>
	<b>Reading Skills</b>
	<p>The individual on the job must be able to:</p> <p>CS5. Comprehend work instructions and customer requirements.</p> <p>CS6. Interpret schedule and plan for shipments.</p> <p>CS7. Comprehend information from ERP and computer-generated reports.</p> <p>CS8. Interpret legal documents of the shipments/goods.</p> <p>CS9. Track checklists and daily reports.</p>
<b>A. Core Skills/ Generic Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The individual on the job must be able to:</p> <p>CS10. Listen attentively and interpret communication/ instructions from the supervisor and other co-workers.</p> <p>CS11. Convey information clearly and concisely to co-workers.</p> <p>CS12. Listen and understand the requirements of the client or the manager.</p> <p>CS13. Communicate clearly in the local language with transporter/client.</p>

	CS14. Communicate effectively with operational staff at all levels.
<b>B. Professional Skills</b>	<b>Decision-Making</b>
	The individual on the job must be able to:  PS1. Analyse and convey feedback to the superior and carry out remedial action. PS2. Assess and prepare for backup transport in case of continuous delays. PS3. Determine more efficient and productive ways to streamline processes.
	<b>Plan and Organise</b>
	The individual on the job should be able to:  PS4. Plan work and organise required resources in coordination with team members and superiors. PS5. Plan and estimate coordination required considering customer requirements. PS6. Develop plans based on customer specifications. PS7. Plan for consignment movement and tracking. PS8. Plan for resource requirements and utilisation during peak and non-peak hours.
	<b>Customer Centricity</b>
	The individual on the job should be able to:  PS9. Manage relationships with customers with intent to satisfying their customer requirements. PS10. Harmonise customer and internal timelines. PS11. Interpret the urgency of certain tasks as escalated by different departments.
	<b>Problem Solving</b>
	The individual on the job should be able to:  PS12. Resolve any conflicts within the team. PS13. Identify trends/common causes for delays, issues in tracking, etc., and resolve the same over call with the client. PS14. Identify small bottlenecks and operational problems, and provide alternate solutions for the same. PS15. Maintain contingent plan ready in case of delays or any issues.
	<b>Analytical Thinking</b>
The individual on the job should be able to:  PS16. Analyse tasks and convey feedback to the superior and carry out remedial action. PS17. Assess the resource requirements for particular tasks at hand. PS18. Assess and prepare for backup transport in case of continuous delays. PS19. Determine more efficient and productive ways to streamline processes.	

	<p><b>Critical Thinking</b></p> <p>The individual on the job should be able to:</p> <p>PS20. Identify best possible solutions for route planning.</p> <p>PS21. Interpret and act upon complex situations in transit issues.</p> <p>PS22. Prioritise workflow based on urgent requirements.</p> <p>PS23. Handle adverse situations tactically, with attention to detail.</p>
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## 5. EQUIPMENT, TOOLS AND CONSUMABLE MATERIALS

These include, but not limited to:

**Equipment and Tools:** The Four Categories of Material Handling Equipment:

### 1) Storage and Handling Equipment

Common pieces of storage and handling equipment include:

- a. **Drawers, Bins, and Shelves:** These are basic storage items commonly used to store smaller materials in organised manner.
- b. **Racks:** These help companies store materials in accessible locations, and they save floor space.
- c. **Stacking Frames:** These are interlocking units that enable materials to get stacked without being crushed.

### 2) Bulk Handling Equipment

This refers to equipment that transports, stores, and controls bulk materials, which is generally used to move and store materials in loose form. Common examples of such equipment include:

- a. **Stackers:** Like when using forklifts, stackers help in lifting and stacking heavy loads on the dock or in the warehouse.
- b. **Reclaimers:** These are large machines used to recover bulk materials from a stockpile.
- c. **Bucket Elevators:** These elevators (also known as grain legs) assist with hauling bulk materials vertically.
- d. **Silos:** These are towers that hold materials that are typically stored in silos such as grain, woodchips, coal, and sawdust.

### 3) Industrial Trucks

These powered trucks, such as forklifts, move large quantities of materials around the manufacturing floor. They are also utilised to load or unload heavy objects onto delivery trucks efficiently.

- a. **Hand Trucks:** Also called dollies, are pieces of equipment designed to provide operators the leverage they need to move heavy materials to new locations.
- b. **Side Loaders:** These are designed to fit in narrow aisles, and are used to pick items from different directions, making them ideal when a warehouse has aisles close together.
- c. **Pallet Trucks:** Also known as forklifts, pallet trucks are used to lift heavy pallets where forks slip under the pallet, lift up, and secure it, and the operator takes it to a new location.

### 4) Automated Systems

Automated or engineered systems refers to automated material handling equipment designed to help transport and store materials. Rather than having single pieces of equipment, automated systems are made out of several units, such as:

- a. **Conveyor Systems:** Automated conveyor systems carry heavy materials to specified destinations using belts, flexible chains, or live rollers. It is highly efficient equipment that moves large volumes of material quickly.
- b. **Automated Guided Vehicles:** These are mobile robots which follow specific markers or wires in the floor to move large materials around a manufacturing facility or warehouse. Vision, magnets or lasers are used for AGV navigation.
- c. **Robotic Delivery Systems:** They transport goods and materials around a facility, usually to help move goods along an assembly line.

**Raw Materials and Consumables:**

POLs, spare parts, components, etc.

## 6. DILEMMAS/CHALLENGES AND COMPLEXITIES FOR A JOBHOLDER

Logisticians face challenges, such as obsolete and/or inappropriate equipment and tools; budgetary constraints; inadequate product costing skills; poor technical skills base; bureaucracy in procurement procedures; lack of appreciation of preventive maintenance by non-engineering management staff; labour intensive nature of the work; rapid change of technology and materials; lack of personal protective equipment; climate change; cyber warfare; inconsistency in company and government policies and regulations; increasing transportation costs; inconsistencies in tracking; limited visibility of shipments; fragmented communication; empty kilometres; delivery delays; transportation management systems (TMS); warehouse management systems (WMS); supply chain visibility platforms; electronic data interchange (EDI); fleet management software; extended warehouse management (EWM), etc.

### 6.1 Alternative Choices (Solutions) to Dilemmas and Complexities

Solutions to challenges include: selecting and procuring appropriate equipment and tools for the job; supporting capacity building through training; identifying and utilising suitable adaptation and mitigation measure against the effect of climate change; utilising appropriate cyber security measures to protect against cyber warfare; include engineering professionals in management teams; deployment of automation where feasible; provision of personal protective equipment; participate in lobbying and formulation of policies; allocation of adequate financial resources, etc.

## 7. WORKING CONDITIONS/ENVIRONMENT

Logisticians work with a variety of machinery, toxic substances, and volatile materials, and their work environment is susceptible to fires, explosions, structural failures, and equipment malfunctions. Working conditions include: cold, hot, and wet conditions; climbing heights; standing/walking for long hours; lifting materials; working in day or night shifts, and in areas that are noisy and dusty, areas with limited lighting and ventilation, etc.

## **8. PARTIES INVOLVED/INTERACTING WITH THE JOB HOLDER OR TRAINEE**

### **8.1 Internal – Within the Organisation**

Management, supervisors, subordinates, and other section members, etc.

### **8.2 External – Outside the Organisation**

Government regulators, professional bodies, clients, suppliers, Logisticians from other companies, labour unions, students/interns, etc.

## **9. PHYSICAL DEMANDS ON THE BODY**

- Ability to sustain strenuous conditions such as climbing heights.
- Walking and standing for long periods of time.
- Bending, stretching, twisting or reaching out.
- Lifting, carrying, pushing, and pulling heavy objects.
- Using fingers, hands, and feet with ease to complete the assigned task (dexterity).
- Etc.



## **ANNEX A**

### **Criteria for Assessments based on this NOS**

#### **A.1 Guidelines for Assessment**

**A.1.1** Criteria for assessment for curricula and learning programmes based on this NOS will be created by curricula and programme developers, and each Performance Criteria (PC) will be assigned marks proportional to its importance in the NOS. Curricula and programme developers will also lay down proportion of marks for theory and practical skills for each performance criteria, giving more weight to practical skills.

There shall be allocated 'Total Marks', which will be the sum of all marks in each Unit, distributed across the number of PCs in that particular Unit. The 'Out of' mark will be the mark allocated to each PC, which will be shared between theory and skills practical assessments.

**A.1.2** Individual awarding/assessment bodies, or institutions and other users of the NOS, will create unique question papers for the theory part and evaluations for the skill practical part for their respective candidates.

## ANNEX B NOS Version Control

This Annex gives details necessary for the tracking of the NOS versions based on the number of revisions.

<b>NOS Code</b>	<b>NOS.L.01</b>		
<b>ZQF Level</b>	6	<b>Version Number</b>	01
<b>Sector</b>	Transport	<b>Date of Approval</b>	May 2024
<b>Sub Sector</b>	Road, Rail, Maritime and Air Transport, Warehousing, Cold Chain Solutions, Courier and Express industry, E- Commerce, Port Terminals, Inland Container Depots and Container Freight Stations, Cargo Handling, Freight Forwarding, Customs, Shipper, etc.	<b>Date of Last Review</b>	N/A
<b>Occupation</b>	Logistics	<b>Date of Next Review</b>	May 2029

*“You learn,  
We Standardise”*

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