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FREIGHT FORWARDING & SHIPPING

CBT Curriculum

National Vocational Certificate Level 3-4

Version 1 - August 2018



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Table of Content

1. Introduction	01
1.1 Name of the Course	01
1.2 Purpose of the training program	01
1.3 Objectives of training program	01
1.4 Competencies to be gained after completion of course	01
1.5 Job opportunities	02
1.6 Trainee entry level	02
1.7 Minimum qualification of trainer	03
1.8 Recommended trainer : trainee ratio	03
1.9 Medium of instruction i.e. language of instruction	03
1.10 Duration of the course (Total time, Theory & Practical time)	03
1.11 Sequence of the modules- NVQF Level 3	03
1.12 Sequence of the modules- NVQF Level 4	04
2. Teaching and Learning Guide – NVQF Level 3	07
2.1 Explore Business Potential	07
2.2 Manage Land Transport	11
2.3 Carryout Packaging/Packing	13
2.4 Ensure Safety/Security	16
3. Teaching and Learning Guide – NVQF Level 4	18
3.1 Manage Warehouse	18
3.2 Execute Distribution	22
3.3 Manage Sea Transport	24
3.4 Manage Air Transport	27
3.5 Perform Custom Clearance	30
3.6 Manage Risk	34
4. List of Tools, Machinery, Equipment & Consumables	36
4.1 List of Tools, Machinery & Equipment	36
4.2 List of Consumables	36

1. Introduction

This Course is designed to focus the need, importance and understanding of Freight Forwarding & Shipping Sector as per the current competitive environment. Companies are leveraging logistics management to create and maintain a strategic competitive advantage. Increasing demand for effective logistics has created demand for freight forwarding & shipping professionals.

This course will enable functional and technical skills for freight forwarding & shipping management. The material is taught as assistant & associate perspective with an emphasis on where and how specific tools can be used to improve the overall performance in the supply chain.

1.1. Names of the Course

- National Vocational Certificate level 3, in (Logistics & Supply Chain) “Freight Forwarding & Shipping Assistant”.
- National Vocational Certificate level 4, in (Logistics & Supply Chain) “Freight Forwarding & Shipping Associate”

1.2. Purpose of the training program

The purpose of this training is to develop a range of skills and techniques, personal skills and attributes essential for successful performance in Freight Forwarding & Shipping sector in accordance with industry requirements. It also enables the student to pursue a Freight Forwarding & Shipping career path with greater employment and entrepreneurial skills progress to related general and/or vocational qualifications

1.3. Objectives of training program

After completion of vocational training the graduates of the training program will have a good balance of knowledge, skills, attitude and work experiences, which are the essential elements of employability.

This course shall be facilitating the trainees to:

- Enhance their knowledge and skills to understand various aspects of the Freight Forwarding, Customs Clearance, Shipping, Logistics Management, Sales and Customer services processes.
- Comprehend core values essential to work effectively on processes of logistics, freight forwarding, sales and customer services.
- Perform as Freight Forwarding Assistant/ Associate.
- Build understating of sales and customer services processes of freight forwarding.
- Understand the operations of freight forwarding.

1.4. Competencies to be gained after completion of course

Other than identifying core of freight forwarding & shipping functions, following competencies will be gained after completion of the course:

Assistant

- Understand techniques of exploring freight forwarding business opportunities.
- Prepare essential documents and reports for the transportation of goods from one place to another.
- Assist manager for accomplishing tasks under various freight forwarding components.
- Support in safety and security related issues while handling customer shipments.

Both (Associate + Assistant)

- Manage shipments while choosing appropriate means and modes of transportation.
- Distinguish between Dangerous and non-dangerous goods, their packing and labeling.
- Demonstrate good understanding of risks, safety and security related issues while handling with customers shipments.
- Understand process and duties of each party while clearing cargo/shipment from customs.
- Manage warehousing and distribution of goods of clients.

1.5. Job opportunities

Trainee can work as the following, after completing this course

Associate

- Freight Forwarding Agent
- Shipping Agent
- Custom Clearance Agent
- Supply Chain Officer
- Logistics Officer

Both (Associate + Assistant)

- Freight Forwarding Executive
- Business Development Executive
- Customs Clerk
- Freight Documentation Assistant
- Export/Import Assistant
- Warehouse Staff
- Marketing executive
- Sales executive

1.6. Trainee entry level

Entry for assessment for this qualification is open. However, entry into formal training for National Vocational Certificate level 3, in (Logistics & Supply Chain) "Freight Forwarding & Shipping Assistant" qualification is for the person who has Intermediate with fundamental knowledge of Logistics and Freight forwarding. In addition to this he/she must be computer literate.

Entry for assessment for National Vocational Certificate level 4, in (Logistics & Supply Chain) “Freight Forwarding & Shipping Associate” qualification is open. However, entry into formal training for this qualification is for person having National Vocational Certificate level 3, in (Logistics & Supply Chain) “Freight Forwarding & Shipping Assistant”.

1.7. Minimum qualification of trainer

Trainer must possess a master degree and have working experience of minimum 3 years or a bachelor’s degree along 5 years’ experience in the field of freight forwarding and Shipping line.

1.8. Recommended Trainer :Trainee ratio

The recommended ratio of Trainer: Trainee should be 1 : 25

1.9. Medium of instruction i.e. language of instruction

Medium of instruction is English and Urdu

1.10. Duration of the course (Total time, Theory & Practical time)

Following is the duration of the course

Freight Forwarding & Shipping Assistant (NVQF Level 3)			
Time Frame	Credits	Theory Hours	Practical Hours
03 Months	31	90	220
Total	31	310 Hours	

Freight Forwarding & Shipping Associate (NVQF Level 4)			
Time Frame	Credits	Theory Hours	Practical Hours
06 Months	58	160	420
Total	58	580 Hours	

1.11. Sequence of the modules - NVQF Level 3

Following is the sequence of the modules for Freight Forwarding & Shipping Assistant (NVQF Level 3).

Module Title and Aim	Learning Units	Theory (Hours)	Practical (Hours)	Total (Hours)
Module A: Explore Business Potential Aim: To train the trainee about sales process	LU1: Identify Prospects for sales LU2: Prepare Profiles of potential customers LU3: Qualify Prospects for sales according to SOP LU4: Approach qualified target customers for sales LU5: Close Sales opportunity LU6: Execute customer requirement LU7: Retain Customer	20	40	60
Module B: Manage Land Transport Aim: to train the trainee how to manage land transport and explain its processes	LU1: Receive booking of shipment from the customer LU2: Select Transport Company for shipment LU3: Arrange means of transport for shipment LU4: Schedule pickup/delivery of shipment LU5: Communicate shipment status to customer / counterparts	40	110	150
Module D: Carryout Packaging/Packing Aim: To train the trainee about packing types and its standard in freight forwarding industry	LU1: Identify packaging requirement LU2: Arrange packing material according to customer requirements LU3: Pack goods as per defined customers instructions LU4: Apply marking on packaging LU5: Apply labelling as per standards	15	25	40
Module G: Ensure Safety/Security Aim: To train the trainee about safety & Security concerns while handling and shipping cargo	LU1: Identify Safety/Security concerns LU2: Take preventive Measures LU3: Perform Security/Safety Audit	15	45	60
Duration 3 months	Total	90	220	310

1.12. Sequence of the modules - NVQF Level 4

Following is the sequence of the modules for Freight Forwarding & Shipping Associate (NVQF Level 4).

<p>Module C: Manage Warehousing Aim: To train the trainee about warehouse operations</p>	<p>LU1: Receive goods from the customer LU2: Verify items as per documents LU3: Inspect received package condition LU4: Prepare log sheet for general maintenance LU5: Allocate storage area for received goods LU6: Perform material handling LU7: Manage inventory levels LU8: Manage coordination with manufacturer or Customer</p>	20	40	60
<p>Module E: Execute Distribution Aim: To train the trainee about distribution management</p>	<p>LU1: Review dispatch order of the goods LU2: Prepare order according to dispatch order LU3: Dispatch the prepared order</p>	10	30	40
<p>Module H: Manage Sea Transport Aim: to train the trainee about sea transport management and its processes</p>	<p>LU1: Receive booking of shipment from the customer LU2: Select Shipping Line (Performing Carrier) for shipment LU3: Receive Shipment at Port Terminal LU4: Prepare shipping documents of consignment LU5: Communicate shipment status to customer / counterparts</p>	40	120	160
<p>Module I: Manage Air Transport Aim: to train the trainee about processes of air transport and its management</p>	<p>LU1: Receive booking of Air shipment from the customer LU2: Select Airline for Air shipment LU3: Receive Shipment at Cargo Terminal LU4: Prepare air shipping documents of consignment LU5: Communicate air shipment status to customer / counterparts. LU6: Prepare Sales Report for airline.</p>	40	120	160

<p>Module J: Perform Customs Clearance Aim: to train the trainee about custom clearance processes</p>	<p>LU1: Identify types of shipments (inbound/outbound) LU2: Request documentation of goods for customs clearance LU3: Assess documentation of shipments LU4: Generate Export/Import (E/I) Forms for shipment LU5: Prepare goods declaration for shipment LU6: Execute Customs Clearance operations of shipment</p>	30	70	100
<p>Module F: Manage Risks Aim: To train the trainee about risks involve in freight forwarding & shipping industry.</p>	<p>LU1: Identify liability of service provider LU2: Evaluate Risks involve in shipments LU3: Procure insurance cover for shipment according to risks LU4: Manage claims of the service contracts</p>	20	40	60
<p>Duration 6 months</p>	<p>Total</p>	<p>160</p>	<p>420</p>	<p>580</p>

2. Teaching and Learning Guide – NVQF Level 3

Following is the sequence of the modules for Freight Forwarding & Shipping Associate (NVQF Level 3).

2.1. Module Title: Explore Business Potential

Objective of module: To attain the skills and knowledge related to exploration of business potential trainee must require to identify prospects for sales, prepare profiles of potential customers, qualify prospects for sales according to SOPs, approach qualified target customers for sales, close sales opportunity, execute customer requirement and retain customers

Duration: 60 hours

Theory: 20 hours

Practical: 40 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ Equipment	Learning Place
LU1: Identify Prospects for sales	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Gather data from electronic media <ul style="list-style-type: none"> ○ TV ○ Internet ○ Social Media, etc. • Gather data from Print Media <ul style="list-style-type: none"> ○ Newspaper ○ Billboards ○ Newsletters ○ Journals ○ Publications, etc. • Compile prospects for sales 	<ul style="list-style-type: none"> • List prospects in sales through electronics and print media • Describe prospecting techniques for sales • Define role of digital media and trade journals in prospecting • Perform customer browsing through print media. • Collect data from different sources of print media • Prepare a sheet of prospects for sales based on print and electronic media data <p>Practical Activity:</p> <p>Trainees will gather data from electronics & print media on assigned job for identifying prospects of sales</p>	<p>Total = 9</p> <p>Theory = 3 hours</p> <p>Practical = 6 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper • Pencil • Internet Connectivity • Printer/ Scanner • File Folders • Print Media (Newspapers/journals/Magazines/newsletters etc.) 	Classroom

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ Equipment	Learning Place
LU2: Prepare Profiles of potential customers	Trainees will be able to: <ul style="list-style-type: none"> • Prepare list of potential customers • Collect Fundamental Contact Information of potential customers • Identify need of Services/Product for potential customer • Draft profiles of the potential customers 	<ul style="list-style-type: none"> • Define methods of gathering prospects fundament contacts details. • Perform gathering techniques for buyers' buying behavior • Enlist freight forwarding products & services • Explain potential customer characteristics • Describe methods of identifying customers' need • Prepare potential customer's profiles <p>Practical Activity:</p> <p>Assign one task to identify customers characteristics and needs for potential customers</p>	Total = 9 Theory = 3 hours Practical = 06 hours	<ul style="list-style-type: none"> • Computer • Yellow pages – book and CD • Chamber of Commerce and Industries directories • Paper Pencil • Internet Connectivity • Printer/ Scanner • File Folders • White board / marker 	Classroom
LU3: Qualify Prospects for sales according to SOP	Trainees will be able to: <ul style="list-style-type: none"> • Evaluate Customer's buying Behavior • Identify service requirements • Evaluate in-house/outsource capability • Prepare list of qualified target customers 	<ul style="list-style-type: none"> • Define market intelligence • Describe methods of collecting market intelligence • Explain SWOT Analysis • Prepare freight services requirements list a customer may require • Prepare business' capacity and capabilities limitations list • Describe target market & target customers <p>Practical Activity:</p> <p>List down qualified customers as per given SOP's.</p>	Total = 8 Theory = 3 hours Practical = 5 hours	<ul style="list-style-type: none"> • SOP • Computer • Printer/ Scanner • File Folders • White board / marker 	Classroom

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ Equipment	Learning Place
LU4: Approach qualified target customers for sales	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Obtain an appointment from target customers • Prepare sales strategy for target customers • Execute Sales strategy to target customers as per plan • Extract genuine inquiry 	<ul style="list-style-type: none"> • Explain sales pitch. • Prepare company introduction for customer • Describe sales strategies & sales plan • Prepare sales plan for customers • Scrutiny general inquiries <p>Practical Activity:</p> <p>Perform a role play activity in which delivery of sales pitch is done</p>	<p>Total = 9</p> <p>Theory = 3 hours</p> <p>Practical = 06 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Internet Connectivity • Printer/ Scanner • File Folders 	Classroom
LU5:Close Sales opportunity	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Interpret customer query's nature • Initiate communication to concerned / counterpart for rates • Make Proposal / Quotation • Review before submission of Proposal / Quotation • Submit Proposal / Quotation • Accord consent of business from customer • Prepare Sales Report 	<ul style="list-style-type: none"> • Describe queries types & its nature • Describe ways to understand customer queries • Define freight rates terminologies • Describe important content of proposal/quotation • Define negotiations and ways to negotiate • Describe sales report and its purpose <p>Practical Activity:</p> <p>Assign task to prepare proposal for client's requirement</p>	<p>Total = 8</p> <p>Theory = 3 hours</p> <p>Practical = 5 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/ Scanner • File Folders 	Classroom

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ Equipment	Learning Place
LU6:Execute customer requirements	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> Align concern departments for service delivery Send routing orders to agents/contractors Execute Service Level Agreements Allocate Hyper-care period for customer 	<ul style="list-style-type: none"> Define routing orders Explain other departments involve in service delivery Describe service level agreement. Define hyper-care concept <p>Practical Activity: Perform a task in which routing orders are made and sent to counterparts</p>	<p>Total = 8.5</p> <p>Theory = 2.5 hours</p> <p>Practical = 6 hours</p>	<ul style="list-style-type: none"> Computer White Board and marker Paper Pencil Internet Connectivity Printer/ Scanner . 	Classroom
LU7: Retain customer	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> Ensure swift execution of business according to SOPs Offer additional competitive services to customers Maintain status sheets Communicate Status regularly Follow up for future business Arrange sales promotion activities Maintain Customers/Deals 	<ul style="list-style-type: none"> Define Standard Operation Procedures (SOPs) Define Customer Relationship Management Describe upselling Describe daily reports format Define Sales promotion Prepares Sales reports <p>Practical Activity: Perform a role play in which trainee retains dissatisfied</p>	<p>Total = 8.5</p> <p>Theory = 2.5 hours</p> <p>Practical = 6 hours</p>	<ul style="list-style-type: none"> Computer White Board and marker Paper Pencil Calculator Internet Connectivity Printer/ Scanner File Folders CRM 	Classroom

2.2. Module Title: Manage Land Transport

Objective of module: to attain the skills and knowledge required to receive booking of the shipment from the customer, select Transport Company for shipment, arrange means of transport for shipment, schedule pickup/delivery of shipment, communicate shipment status.

Duration: 150 hours

Theory: 40 hours

Practical: 110 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU1: Receive booking of shipment from the customer	Trainee will be able to: <ul style="list-style-type: none"> • Receive information about the shipment <ul style="list-style-type: none"> ○ Type of cargo ○ Type of shipment ○ Specification of cargo (volume, weight, dimension) ○ Pick up/delivery address • Acknowledge the booking 	<ul style="list-style-type: none"> • Describe classification of cargo • Describe packaging requirement for cargo • Define specifications of cargo • Describe Full Truck Load & Less than Truck Load • Describe OOG/Special Cargo • Define National highways and land routes / geography <p>Practical Activity: Perform a task of verification of shipping information before sending an acknowledgement of</p>	Total = 20 Theory = 7 hours Practical = 19 hours	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Internet Connectivity • Printer/ Scanner • File Folders 	Classroom
LU2: Select Transport Company for shipment	Trainee will be able to: <ul style="list-style-type: none"> • Compile vendors according to customer requirements & cargo pick up location/delivery address. • Select Transport Company according to: <ul style="list-style-type: none"> ○ Trucking Time ○ Transportation Rates ○ Service – Direct/In-direct ○ Strong regions/cities • Receive forwarding note from customer • Place booking with Transport Company • Receive booking confirmation • Inform booking details to the customer 	<ul style="list-style-type: none"> • Prepare list of available vendors along their services • Define local trucking business and its terminologies • Define forwarding note • Prepare order for transport company • Define important details required in booking of transport <p>Practical Activity: Ask to perform a task in which trainee find out transport companies and inquire about rates, delivery time for specific cargo</p>	Total = 30 Theory = 8 hours Practical = 20 hours	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/ Scanner • File Folders 	Classroom

<p>LU3: Arrange means of transport for shipment</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Select means of transport according to the classification & specification of the cargo. • Comply Health Safety Environment (HSE) requirement. • Communicate cargo handling instructions to Transport Company 	<ul style="list-style-type: none"> • Define means of transport • Describe different types of truck/trailers • Describe different types of containers • Describe basic health, safety and environment requirements • Define Cargo handling instructions <p>Practical Activity: Perform a task in which identify type of container/trailer/truck required for specific cargo</p>	<p>Total = 32</p> <p>Theory = 8 hours</p> <p>Practical = 25 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>
<p>LU4: Schedule pickup/delivery of shipment</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Prepare loading/unloading plan • Arrange equipment as per loading/unloading plan • Select route plan for the cargo • Coordinate shipment pickup from Customer/vendor/transporter/port • Ensure loading/unloading compliance • Ensure timely delivery of the cargo • Issue Consignment Note • Arrange necessary documents to carrier/transporter 	<ul style="list-style-type: none"> • Describe loading /unloading plan • Brief about equipment requirement at the time of loading/unloading plan • Explain routes selections criteria • Describe documents used in transportation • Brief about loading/unloading compliance • Brief importance of timely deliveries of cargo • Explain consignment note <p>Practical Activity: Assign task in which ask to make loading & unloading plan</p>	<p>Total = 40</p> <p>Theory = 9 hours</p> <p>Practical = 30 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>

<p>LU5: Communicate shipment status to customer / counterparts</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Track the shipment from pickup to delivery. • Communicate status of the shipment to the customer • Inform customer to make necessary arrangements prior arrival of cargo at destination. 	<ul style="list-style-type: none"> • Describe ways and methods to track shipment • Define ways of communicating status shipment • Brief pre alert documents and their importance <p>Practical Activity: Assign task to track shipment through consignment note.</p>	<p>Total = 28</p> <p>Theory = 8 hours</p> <p>Practical = 16 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>
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2.3. Module Title: Carryout Packaging/Packing

Objective of module: to attain the skills and knowledge required to identify packaging requirement, arrange packing material according to customer requirements, pack goods as per SOPs, apply marking on the packaging, and apply labelling as per standards.

Duration: 40 hours

Theory: 10 hours

Practical: 30 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU1: Identify packaging requirements	Trainee will be able to: <ul style="list-style-type: none"> • Identify the types of goods • Identify the required mode of transport • Identify the packaging according to mode of transport 	<ul style="list-style-type: none"> • Explain classification of goods • Describe classes of Dangerous goods • Explain types of packaging • Define packaging standards <p>Practical Activity: Assign a task to identify suitable packaging for special goods</p>	Total = 8 Theory = 2 hours Practical = 6 hours	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Internet Connectivity • Printer/ Scanner • File Folders • Packaging Materials 	Classroom
LU2: Arrange packing material according to customer requirements	Trainee will be able to: <ul style="list-style-type: none"> • Identify the supplier of packing material • Request a quote from the supplier • Calculate cost of packaging • Quote cost of packaging to customer for approval • Arrange packing material selected by customer 	<ul style="list-style-type: none"> • Describe supplier comparison methods • Explain storage standards for packaging materials • Describe prerequisites of packaging of goods <p>Practical Activity: Assign a task to make comparison sheet for different packaging solutions</p>	Total = 8 Theory = 2 hours Practical = 6 hours	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/ Scanner • File Folders • Packaging Materials 	Classroom

<p>LU3: Pack goods as per defined customers instructions</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Identify equipment used in packing • Arrange equipment for cargo packing • Maintain standards of packaging/packing • Ensure compliance with customer's special instructions • Arrange Fumigation as per shipment requirement 	<ul style="list-style-type: none"> • Describe standard equipment used in packing • Explain norms of packaging • Define process of packaging • Describe packaging standards for each mode of transport • Explain packaging standards for variety of cargo <p>Practical Activity: Assign a task to pack goods in a cartons/ boxes/ pallets/ drums with given instruction.</p>	<p>Total = 8 Theory = 2 hours Practical = 6 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/ Scanner • File Folders • Packaging Materials 	<p>Classroom</p>
<p>LU4: Apply marking on packaging</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Acquire marking guideline from customer • Supervise placement of marking as per customer's instructions 	<ul style="list-style-type: none"> • Define marking standards • Describe right positions for different markings on cargo <p>Practical Activity: Give instructions to trainees and ask to apply markings on consignment</p>	<p>Total = 8 Theory = 2 hours Practical = 6 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/ Scanner • File Folders • Packaging Materials 	<p>Classroom</p>

<p>LU5: Apply labelling as per standards</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Identify the mandatory labels with respect to the goods. • Request Labels from customer • Request labelling instructions from customer • Supervise labelling on the packaged goods as per Standards 	<ul style="list-style-type: none"> • Define labeling standards • Describe positions of labels on packaging <p>Practical Activity:</p> <p>Provide a consignment and ask trainees to verify labels as per instructions</p>	<p>Total = 8</p> <p>Theory = 2 hours</p> <p>Practical = 6 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders • Packaging Materials • Standard Labels 	<p>Classroom</p>
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2.4. Module Title: Ensure Goods Safety and Security

Objective of module: to attain the skills and knowledge required to identify safety/security concerns, take preventive measures, perform security/safety audit.

Duration: 60 hours

Theory: 20 hours

Practical: 40 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU1: Identify Safety/Security concerns	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> Identify commercial threats. Identify physical threats for the goods. List down safety/security risks. 	<ul style="list-style-type: none"> Define safety & security Describe safety & security risks Brief safety & security terminologies (AMS & ISF) Brief domestic & international safety & security programs <p>Practical Activity: Assign a task to find out possible safety & security threats of the institute/cargo/warehouse/ personnel</p>	<p>Total = 20</p> <p>Theory = 5 hours</p> <p>Practical = 15 hours</p>	<ul style="list-style-type: none"> Computer White Board and marker Paper Pencil Internet Connectivity Printer/ Scanner File Folders 	Classroom
LU2: Take preventive Measures	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> List Safety/Security preventive measures Select Safety/Security preventive measures as per safety/security risks Follow safety/security precautionary measure to mitigate risks. 	<ul style="list-style-type: none"> Define safety & security preventive measures Explain domestic & international regulations Brief dangerous goods regulations (ANF) Prepare company policies for safety & security Describe safety & security plans <p>Practical Activity: List down measures for safety & security adopted to avoid identified threats for institutes/cargo/warehouse / personnel</p>	<p>Total = 20</p> <p>Theory = 5 hours</p> <p>Practical = 20 hours</p>	<ul style="list-style-type: none"> Computer White Board and marker Paper Pencil Internet Connectivity Printer/ Scanner File Folders 	Classroom

<p>LU3: Perform Security/S afety Audit</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Prepare safety/security audit checklist. • Identify non-compliance from the audit checklist • Prepare plan to address non-compliance points 	<ul style="list-style-type: none"> • Explain Audit programs • Describe audit check lists • Define Security/Safety Audit Processes • Describe audit plan • Brief types of audit plan <p>Practical Activity: Perform a safety & Security Audit for Institute/cargo/warehouse/ personnel</p>	<p>Total = 20</p> <p>Theory = 5 hours</p> <p>Practical = 15 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>
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3. Teaching and Learning Guide – NVQF Level 4

3.1. Module Title: Manage Warehousing

Objective of module: to attain the skills and knowledge required to receive goods from the customer, verify items as per documents, inspect received package condition, prepare warehousing documents, allocate storage area for received goods, perform material handling, manage inventory levels and coordination with manufacturer or customer.

Duration: 60 hours

Theory: 20 hours

Practical: 40 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU1: Receive goods from the customer	Trainee will be able to: <ul style="list-style-type: none"> • Check the actual consignment with received information • Check receiving as per SOP 	<ul style="list-style-type: none"> • Brief cargo details in terms of its total packaging specifications • Describe company policies/SOPs • Define norms of cargo receiving/stacking • Describe methods of handling abnormal cargo <p>Practical Activity:</p> <p>Assign a task to tally consignment as per shippers dispatch advice.</p>	<p>Total = 6</p> <p>Theory = 1.5 hours</p> <p>Practical = 4.5 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper • Pencil • Calculator • Internet Connectivity • Printer/ Scanner • File Folders 	Classroom

<p>LU2: Verify items as per documents</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Verify cargo with packing list/other documents • Inform the management about accuracy/discrepancy of shipment • Prepare receipt note for the shipment 	<ul style="list-style-type: none"> • Describe verification/tally process • Define guidelines for verifications • Explain ways to segregate/sort cargo • Explain marking standards of the cargo • Explain labels and their standard required in cargo <p>Practical Activity: Prepare receiving note after verification of given consignment Assign a task tally consignment as per shippers dispatch advice</p>	<p>Total = 6</p> <p>Theory = 1.5 hours</p> <p>Practical = 4.5 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>
<p>LU3: Inspect received package condition</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Inspect received package condition • Communicate to packing conditions of the shipment • Prepare cargo inspection report 	<ul style="list-style-type: none"> • Brief about cargo's packaging inspections • Describe various reporting guideline • Define inspection Reports <p>Practical Activity: Assign a task to find packaging defects in given goods</p>	<p>Total = 6</p> <p>Theory = 1.5 hours</p> <p>Practical = 4.5 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>
<p>LU4: Prepare log sheet for general maintenance</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Prepare tally sheet • Prepare receipt • Prepare discrepancy report • Record vehicle reporting time 	<ul style="list-style-type: none"> • Describe tally sheets • Elaborate types & uses of reports & documents in warehousing • Explain discrepancy report • Define importance of vehicle time reporting <p>Practical Activity: Assign a task to gather all information into one sheet/file.</p>	<p>Total = 12</p> <p>Theory = 3 hours</p> <p>Practical = 9 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>

<p>LU5: Allocate storage area for received goods</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Find Available location for shipment in the warehouse • Select suitable available location for shipment • Allocate store location to the consignment 	<ul style="list-style-type: none"> • Explain warehouse space management • Describe space requirement for different type of cargo • Describe requirements of cargo in warehouse/storage area <p>Practical Activity: Perform a task to identify how many locations can be formed in a room or How many desks can be allocated in a classroom</p>	<p>Total = 8</p> <p>Theory = 2 hours</p> <p>Practical = 6 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>
<p>LU6: Perform material handling</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Identify material handling equipment as per cargo requirement • Arrange material handling equipment required for handling cargo • Supervise handling of consignment as per standard • Monitor stacking of goods as per standard 	<ul style="list-style-type: none"> • Describe different types and usage of material handling equipment. • Explain usage of docks • Define calculating adequate amount of labor/material handling equipment <p>Practical Activity: Assign a task for trainee to identify material handling equipment on given sheet.</p>	<p>Total = 6</p> <p>Theory = 1.5 hours</p> <p>Practical = 4.5 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>

<p>LU7: Manage inventory levels</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Understand the storage capacity of the warehouse • Follow up with the customers for in/out of stock/cargo • Prepare daily reports of inventory 	<ul style="list-style-type: none"> • Explain warehouse management system • Describe warehouse reporting requirements • Define types of inventories • Describe inventory management • Explain Key performing indicators of inventories <p>Practical Activity: Play BEER Game with trainees for inventory management</p>	<p>Total = 10</p> <p>Theory = 4 hours</p> <p>Practical = 6 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>
<p>LU8: Manage coordination with manufacturer or Customer</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Comply with customer's requirements • Demonstrate adequate knowledge of customer's cargo • Arrange one-to-one meeting 	<ul style="list-style-type: none"> • Explain customer services • Define types of customer's requirements <p>Practical Activity: Perform a one to one meeting in a role play and discuss customers services requirements</p>	<p>Total = 6</p> <p>Theory = 1.5 hours</p> <p>Practical = 4.5 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>

3.2. Module Title: Execute Distribution

Objective of module: to attain the skills and knowledge required to review dispatch order of the goods, prepare order according to dispatch order, and dispatch the prepared order.

Duration: 40 hours

Theory: 10 hours

Practical: 30 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU1: Review dispatch order of the goods	Trainee will be able to: <ul style="list-style-type: none"> • Check Inventory in warehouse • Locate Inventory in warehouse • Evaluate transportation required for movement of goods • Evaluate equipment/labor requirement for movement of goods 	<ul style="list-style-type: none"> • Define dispatching guidelines • Brief about equipment requirement at the time of loading/unloading • Brief about transport requirement at the time of dispatch • Describe documentation procedures <p>Practical Activity: Provide a dispatch order, ask to review it on given information.</p>	<p>Total = 12</p> <p>Theory = 3 hours</p> <p>Practical = 9 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/ Scanner • File Folders 	Classroom
LU2: Prepare order according to dispatch order	Trainee will be able to: <ul style="list-style-type: none"> • Locate required inventory physically • Pick up goods as per order • Consolidate goods as per order 	<ul style="list-style-type: none"> • Describe order consolidation strategies • Define ways of order picking • Describe ways of consolidation <p>Practical Activity: Assign a task to prepare order for dispatch as given dispatch order</p>	<p>Total = 12</p> <p>Theory = 3 hours</p> <p>Practical = 9 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/ Scanner • File Folders 	Classroom

<p>LU3: Dispatch the prepared order</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Arrange means of dispatch of order • Tally prepared order with customer order note • Make arrangement for loading of order • Prepare documentation of order • Collect proof of delivery (POD) 	<ul style="list-style-type: none"> • Brief about means of transportation • Explain contents of Loading Program/ CRO • Explain importance of efficiency in delivery of cargo • Explain importance of effectiveness in delivery of cargo • Describe dispatch documentations • Explain Importance of various document submission requirements / record purpose <p>Practical Activity: Assign a task to select correct mean of dispatch for given orders</p>	<p>Total = 16</p> <p>Theory = 4 hours</p> <p>Practical = 12 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/ Scanner • File Folders 	<p>Classroom</p>
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3.3. Module Title: Manage Sea Transport

Objective of module: To attain the skills and knowledge required to receive booking of shipment from the customer, select shipping line (Performing Carrier) for shipment, receive shipment at port terminal, prepare shipping documents of consignment, and communicate shipment status to customers/counterparts.

Duration: 160 hours

Theory: 40 hours

Practical: 120 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU1: Receive booking of shipment from the customer	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Receive information about the shipment including <ul style="list-style-type: none"> ○ Type of cargo ○ Type of shipment ○ Specification of cargo (volume, weight, dimension) ○ Pick up/delivery address • Acknowledge the booking • Prepare booking sheet • Keep records of bookings 	<ul style="list-style-type: none"> • Define classification/types of cargo • Explain packaging standards of cargos • Describe types of shipments • Define consolidation • Describe transshipment • Define incoterms • Define recording methods • Explain acknowledging of booking <p>Practical Activity: Assign a task to collect cargo information for</p>	<p>Total = 28</p> <p>Theory = 10 hours</p> <p>Practical = 20 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper • Pencil • Calculator • Internet Connectivity • Printer/ Scanner • File Folders 	Classroom

<p>LU2: Select Shipping Line (Performing Carrier) for shipment</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Compile list of Shipping Lines according to customer's requirements & cargo origin/destination • Shortlist Shipping line according to: <ul style="list-style-type: none"> ○ Vessel schedule ○ Freight Rates ○ Strong regions/sectors/areas served • Place booking with Shipping Line • Received Container release order (CRO)/loading program (LP) from shipping line • Inform booking details to the customer 	<ul style="list-style-type: none"> • Brief on vendors' offering evaluation and their strong area of services • Brief global shipping route/geography • Describe shipping lines frequency of services • Explain vessels schedules • Brief about websites/web portal of shipping lines/terminals/Container Freight Services <p>Practical Activity: Assign a task to find out difference in shipping line services</p>	<p>Total = 35</p> <p>Theory = 8 hours</p> <p>Practical = 25 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>
<p>LU3: Receive Shipment at Port Terminal</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Follow up shipment gate in status • Check shipment release status • Follow up shipment till sailing 	<ul style="list-style-type: none"> • Brief port gate in process of the container/ cargo • Define shipment release status • Describe steps from gate in to loading on ship <p>Practical Activity: Perform a role play in which trainee receives shipment at port.</p>	<p>Total = 15</p> <p>Theory = 3 hours</p> <p>Practical = 12 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>

<p>LU4: Prepare shipping documents of consignment</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Prepare Bill of Lading(B/L) as per Shipping Instructions (SI) • Send draft B/L for customer's approval • Request the customer for bank documents as per State Bank of Pakistan (SBP) regulations • Submit received documents from customer to carrier/shipping line for B/L collection • Issue B/L to customer 	<ul style="list-style-type: none"> • Explain bill of lading • Describes types of bill of lading • Brief State Bank Of Pakistan regulation on bill of lading • Brief International compliance (UCP-600 of ICC) of Bill of lading • Describe Commercial Invoice, Packing List, E-Form, NOCs, L/C & other documents • Brief Foreign Exchange manuals <p>Practical Activity: Give a task to prepare a Bill of Lading of shipment with given commercial invoice.</p>	<p>Total = 45</p> <p>Theory = 13 hours</p> <p>Practical = 33 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>
<p>LU5: Communicate shipment status to customer / counterparts</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Prepare Pre-alert docs • Send pre-alert docs to overseas destination offices • Track the shipment from origin to destination. • Communicate status of the shipment to the customer • Inform customer to make necessary arrangements prior arrival of cargo at destination 	<ul style="list-style-type: none"> • Brief online tracking applications • Describe ways to track the shipments • Explain methods of communicating shipment status to customers/ counterpart • Define pre-alert documents like notice of arrivals, shipment invoice • Define pre-alert documents to counterparts <p>Practical Activity: Give a task to track shipment through given Bill of Lading or Vessel</p>	<p>Total = 37</p> <p>Theory = 6 hours</p> <p>Practical = 30 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>

3.4. Module Title: Manage Air Transport

Objective of module: to attain the skills and knowledge required to receive booking air shipment from the customer, select airline for the shipment, receive shipment at cargo terminal, prepare air shipping documents of consignment, communicate air shipment status, prepare sales report for airline.

Duration: 160 hours

Theory: 40 hours

Practical: 120 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU1: Receive booking of Air shipment from the customer	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Receive shipment information from customer including: <ul style="list-style-type: none"> ○ Type of cargo ○ Type of required loading unit ○ Type of shipment ○ Specification of cargo (volume, weight, dimension) • Validate rates • Acknowledge the booking 	<ul style="list-style-type: none"> • Define classification of cargo • Explain weight slab • Brief packaging standards • Define air cargo standard • Define air full charter standard • Explain INCOTERMS • Brief international organization rules & regulations • Brief national rules & regulations (Civil aviation's) • Describe types of air crafts • Explain handling instructions <p>Practical Activity: Give shipment details and ask to extract shipping</p>	<p>Total = 15</p> <p>Theory = 5 hours</p> <p>Practical = 10 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/ Scanner • File Folders 	Classroom

<p>LU2: Select Airline for Air shipment.</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Compile Airline list according to customer requirements & cargo origin/destination • Select -Airline according to: <ul style="list-style-type: none"> ○ Transit Time ○ Freight Rates ○ Service – Direct/In-direct ○ Strong regions/sectors/areas served • Place booking with Airline • Receive booking confirmation with flight 	<ul style="list-style-type: none"> • Brief on vendors' offering evaluation and their strong area of services • Brief global air route/geography • Describe TACT Rules • Describe TACT Rates • Describe airlines frequency of services • Define consolidation • Explain flights schedules <p>Practical Activity: Assign a task to find out & calculate rates from text</p>	<p>Total = 30</p> <p>Theory = 10 hours</p> <p>Practical = 25 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>
<p>LU3: Receive Shipment at Cargo Terminal</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Check packaging conditions of the cargo • Arrange weighing of cargo • Arrange measurement of cargo • Calculate chargeable weight • Follow up till customs release • Submit custom release document to Airline for cargo acceptance • Report chargeable weight, gross weight and no. of packages to operations dept. 	<ul style="list-style-type: none"> • Describe weight calculation formula • Define measurement calculations & formulas • Explain measurement techniques <p>Practical Activity: Perform a measurement of cartons and calculate chargeable weight.</p>	<p>Total = 20</p> <p>Theory = 5 hours</p> <p>Practical = 12 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>

<p>LU4: Prepare air shipping documents of consignment</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Prepare Airway bill as per Shipper/consignee Instructions (SI) provided by the customer. • Prepare cargo manifest • Submit documents to airline • Ensure provision of Commercial Invoice, Packing List, L/C if required, from the customer • Share AWB draft to customer • Received Approved AWB from customer 	<ul style="list-style-type: none"> • Describe airway bills • Describe types of airway bills • Brief State Bank Of Pakistan regulation on Airway Bill • Brief International compliance on Airway bills • Describe Commercial Invoice, Packing List, E-Form, NOCs, L/C & other documents • Brief manifest types & terms <p>Practical Activity:</p>	<p>Total = 38</p> <p>Theory = 11 hours</p> <p>Practical = 30 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>
<p>LU5: Communicate air shipment status to customer / counterparts.</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Track the shipment from origin to destination • Prepare Pre-alert docs • Send pre-alert docs to overseas destination offices • Communicate status of the shipment to the customer • Inform customer to make necessary arrangements prior arrival of cargo at destination 	<ul style="list-style-type: none"> • Brief online tracking applications • Describe ways to track the shipments • Explain methods of communicating shipment status to customers • Define pre-alert documents like notice of arrivals, shipment invoice • Define pre-alert documents to counter part • Explain sales report content & compilation 	<p>Total = 37</p> <p>Theory = 6 hours</p> <p>Practical = 25 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>

<p>LU6: Prepare Sales Report for airline.</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Prepare Sales Report for airline record • Submit Sales Report for airline record 	<ul style="list-style-type: none"> • Explain Sales report for airlines • Describe importance & usage of sales report • Explain sales compilation <p>Practical Activity: Ask a trainee to prepare sales report for air line.</p>	<p>Total = 20</p> <p>Theory = 3 hours</p> <p>Practical = 18 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>
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3.5. Module Title: Perform Custom Clearance

Objective of module: to attain the skills and knowledge required to identify types of shipments (inbound/outbound), Request documentation of goods for customs clearance, Assess documentation of shipments, Generate E/I Forms for shipment, Prepare goods declaration, Execute Customs Clearance operations of the shipment, Arrange delivery of cleared goods.

Duration: 100 hours

Theory: 30 hours

Practical: 70 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ Equipment	Learning Place
LU1: Identify types of shipments (inbound/outbound)	Trainee will be able to: <ul style="list-style-type: none"> Collect shipment information/query Identify type of shipment Check customer's registration in customs (WeBOC) 	<ul style="list-style-type: none"> Brief Export shipment process Brief Import shipment process Explain different types of shipments Describe weboc registration process <p>Practical Activity: Assign a task to check registration of companies in WEBOC</p>	<p>Total = 14</p> <p>Theory = 4 hours</p> <p>Practical = 10 hours</p>	<ul style="list-style-type: none"> Computer White Board and marker Paper Pencil Calculator Internet Connectivity Printer/ Scanner File Folders 	Classroom
LU2: Request documentation of goods for customs clearance.	Trainee will be able to: <ul style="list-style-type: none"> Make a formal request for documentation Ensure required documents are received as per shipment Arrange documents from third party 	<ul style="list-style-type: none"> Describe documentation requirement for inbound cargo clearance Describe documentation requirement for outbound cargo clearance Explain procedure of third party documents <p>Practical Activity: Give a commodity and assign a task to find out required documents for clearing from check list</p>	<p>Total = 14</p> <p>Theory = 4 hours</p> <p>Practical = 10 hours</p>	<ul style="list-style-type: none"> Computer White Board and marker Paper Pencil Calculator Internet Connectivity Printer/ Scanner File Folders 	Classroom

<p>LU3: Assess document ation of shipments</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Verify contents of packing list with B/L • Check contents of invoice with B/L • Check contents of packing list with actual cargo • Check content of invoice with actual cargo • Check Import General Manifest (IGM) for the Imported Shipment • Check shipment arrival • Check for Cut off time with respect to Loading program 	<ul style="list-style-type: none"> • Explain HS codes • Describe importance of HS codes. <p>Practical Activity: Verify contents of packing list with B/L.</p> <p>Check contents of invoice with actual cargo.</p>	<p>Total = 20</p> <p>Theory = 6 hours</p> <p>Practical = 14 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>
<p>LU4: Generate Export/Import (E/I) Forms for shipment</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Check contents of I/E forms with documents • Generate E/I form on behalf of customer • Send generated E/I form to customer for processing. 	<ul style="list-style-type: none"> • Explain E-Form and its usage • Explain I-Form and its usage • Describe document requirements for filling E/I forms <p>Practical Activity: Assign a task to prepare E/I forms from given commercial invoice</p>	<p>Total = 20</p> <p>Theory = 6 hours</p> <p>Practical = 14 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>

<p>LU5: Prepare goods declaration for shipment</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Verify customer business entity information • Check authorization of clearing agent in WeBOC system • Insert/feed data in WEBOC as per documents received • Submit GD to customs 	<ul style="list-style-type: none"> • Describe documents verifications process • Describe customs clearance procedure • Brief Customs Tariff • Explain formulas and calculating of duties & Taxes • Brief custom acts/rules • Define SROs and its usage • Define Customs General Orders and its usage • Brief Import & export polices <p>Practical Activity: Assign a task to calculate or find out duty structure of particular goods/ HS Code</p>	<p>Total = 12</p> <p>Theory = 4 hours</p> <p>Practical = 8 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/ Scanner • File Folders 	<p>Classroom</p>
<p>LU6: Execute Customs Clearance operations of shipment</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Manage applicable duties & taxes payments • Manage consignment to pass in custom bonded areas/port • Coordinate for examination of cargo • Coordinate for assessment of cargo value • Manage/submit additional duties/taxes 	<ul style="list-style-type: none"> • Define process of examination of shipment • Describe process of assessment of cargo • Explain port procedures • Brief expense and documents required in port procedures & customs clearance • Explain shipping processes and documents requirement <p>Practical Activity: Perform role play in which port operations are explained.</p>	<p>Total = 20</p> <p>Theory = 6 hours</p> <p>Practical = 14 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper Pencil • Calculator • Internet Connectivity • Printer/ Scanner • File Folders 	<p>Classroom</p>

3.6. Module Title: Manage Risks

Objective of module: To attain the skills and knowledge required to identify the liability of service provider, Evaluate Risks involve in shipments, Procure insurance cover for shipment according to risks, Manage claims of the service contracts.

Duration: 60 hours

Theory: 20 hours

Practical: 40 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU1: Identify liability of service provider	Trainee will be able to: <ul style="list-style-type: none"> Identify contractual liabilities. Identify liabilities to third party 	<ul style="list-style-type: none"> Explain scopes of services concept in shipping Brief contractual terms in an agreement <p>Practical Activity: Provide a contract and ask to list down liabilities of services provider.</p>	<p>Total = 15</p> <p>Theory = 5 hours</p> <p>Practical = 10 hours</p>	<ul style="list-style-type: none"> Computer White Board and marker Paper Pencil Calculator Internet Connectivity Printer/ Scanner File Folders 	Classroom
LU2: Evaluate Risks involve in shipments	Trainee will be able to: <ul style="list-style-type: none"> Identify Risk Exposure. Calculate risk exposure limit. 	<ul style="list-style-type: none"> Describe types of risks exposure Explain transport conventions Define company's standard trading conditions <p>Practical Activity: Assign a task to list down possible risk involved in particular scenario</p>	<p>Total = 15</p> <p>Theory = 5 hours</p> <p>Practical = 10 hours</p>	<ul style="list-style-type: none"> Computer White Board and marker Paper Pencil Calculator Internet Connectivity Printer/ Scanner File Folders 	Classroom

<p>LU3: Procure insurance cover for shipment according to risks</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Identify type of Coverage. • Identify exclusions in insurance policy • List down Insurance Brokers/Company as per required coverage • Procure Covers with required limits • Assist customer to procure cargo insurance 	<ul style="list-style-type: none"> • Brief types of insurance policies • Explain types of covers • Prepare available insurance provider companies' list <p>Practical Activity: Select insurance policy for the cargo using multimodal transportation to highly volatile area</p>	<p>Total = 15</p> <p>Theory = 5 hours</p> <p>Practical = 10 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper • Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>
<p>LU4: Manage claims of the service contracts</p>	<p>Trainee will be able to:</p> <ul style="list-style-type: none"> • Check validity of claim. • Arrange joint survey with third party surveyor • Communicate acceptance/rejection of claims 	<ul style="list-style-type: none"> • Describe claim procedures • Explain claim documents • Describe time bar conditions • Describe joint survey procedures <p>Practical Activity: Assign a task to initiate claim procedures for damages while evaluating</p>	<p>Total = 15</p> <p>Theory = 5 hours</p> <p>Practical = 10 hours</p>	<ul style="list-style-type: none"> • Computer • White Board and marker • Paper • Pencil • Calculator • Internet Connectivity • Printer/Scanner • File Folders 	<p>Classroom</p>

4. List of Tools, Machinery, Equipment & Consumables

4.1. List of Tools, Machinery & Equipment

Materials, tools, equipment etc. are listed within the learning units. It is advisable for a class of 25 trainees, following equipment quantity will be sufficient.


Sr. No.	Name of Equipment	Quantity
1	Computer with UPS	25
2	Computer Tables & Chair	25
3	Printer	1
4	Scanner	1
5	Photocopier	1
6	CRM Software	


3.2 List of Consumables

Sr. No.	Name of Consumable Supplies	Quantity
1	Flip Charts sheets	300
2	Ball Points	40
3	White Boards Marks	60
4	A4 Paper for Printing	10 Rims
5	Box Files	25
6	Paper Files	30
7	Scotch Tapes 1 Inch	12
8	Paper Tapes 1 Inch	12

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