

## Competency Standards for Caribbean Vocational Qualifications (CVQ)

### CCBSCB2002 CVQ Level 2- Custom Services

Unit Code	Unit Title	Mandatory/Elective
BS00501	Apply basic communication skills in the workplace	Mandatory
BS00502	Identify labels and labelling	Mandatory
BS00503	Prepare export documents	Mandatory
BS00504	Carry out data entry and retrieval procedures	Mandatory
BS00505	Follow safe working policies and practices	Mandatory
BS00506	Perform customs clearance practices	Mandatory
BS00507	Process customer transactions	Mandatory
BS00508	Build international client relationships	Elective
BSBSBM0012A	Craft personal entrepreneurial strategy	Elective
BS00509	Follow principles of occupational health and safety (OH&S) in work environment	Elective

To achieve this qualification all mandatory units and a minimum of one (1) elective must be achieved

BS00501:

## Apply Basic Communication Skills in the Workplace

Unit Descriptor:

This unit covers the basic communication skills needed to work in any sector of the Customs Brokerage industry. It includes the skills needed for interacting with customers, internal and external and for giving, receiving and recording information.

**ELEMENTS**

Candidates must be able to:

**PERFORMANCE CRITERIA**

1	Obtain workplace information	1.1	Ask questions to clarify what is required by senior staff
		1.2	Follow instructions given by senior staff
		1.3	Access information from record systems and use according to instructions given by senior staff
		1.4	Implement organisational procedures and policies in accordance with related workplace information
		1.5	Gather information and use for its purpose following workplace procedures
		1.6	Use telephone techniques to receive information following workplace procedures
		1.7	Seek clarification from caller as required
2	Communicate information to others	2.1	Use clear speech and language appropriate to the audience when communicating information
		2.2	Convey information accurately to the relevant persons
		2.3	Confirm that the information given is understood
		2.4	Contribute to team discussions and informal meetings
		2.5	Prepare routine correspondence following industry and organisations standards
		2.6	Perform calculations as required following workplace and regulatory procedures
3	Interact with others to achieve workplace outcomes	3.1	Communicate with people from diverse backgrounds based on respect and sensitivity
		3.2	Define own role in achieving workplace outcomes following standard operating procedures

		3.3	Use cooperation and negotiation skills to fulfil workplace requirements
		3.4	Make constructive contributions to group decision making processes
4	Record workplace information	4.1	Complete workplace forms and documents manually or electronically in an easy to read format following workplace procedures
		4.2	Keep workplace records up to date

## RANGE STATEMENT

### Instructions include:

- given orally or in writing
- tasks to be completed
- policies and procedures to be followed

### Record systems include:

- work unit or centralised
- active or archived
- paper based electronic

### Organisational policies and procedures include:

- mission statements
- induction and procedure manuals
- policy statements
- customer service statements
- memoranda
- occupational health and safety manuals
- general workplace documents
- compliant and grievance procedures
- franchise agreements
- operating manuals
- company codes of practice

### Information include:

- oral communication'
- formal or information messages
- customer details
- queries
- written communication
- tables, charts, such as budgets, accounts
- diagrams, pie charts, graphs
- performance charts
- sales charts

### Appropriate personnel include:

- managers or supervisors
- peer support officers
- senior colleagues
- other personnel with special expertise as appropriate

### Routine correspondence include:

- memos,
- letters
- notes
- records
- email

### Diverse backgrounds include:

- culture

### Communication techniques include:

- face to face

- language
- religion
- ethnic origin
- socio –economic status
- age, sex
- written communication such as emails, memos, written messages, letters,
- notices
- technology based including telephone, fax and computer
- verbal
- sign language

Forms and documents include:

- memoranda
- letters
- incidents forms
- brief reports
- applications forms
- complaints forms

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the company policies and procedures with regard to customer service and communications,
2. how to use basic listening and questioning techniques
3. what are the different telephone techniques
4. how to use basic software
5. how to use interpersonal skills
6. how to use negotiation skills
7. how to perform calculations

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- Complete a range of communications tasks
- Use basic listening and questioning techniques
- Use basic software
- Use Interpersonal skills
- Use negotiation skills
- Use calculation skills

### (2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

### (3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams

## BS00502: Identify Labels and Labelling

### Unit Descriptor:

This unit deals with the skill and knowledge required to identify and interpret labels and labeling for safe cargo handling practices within the Customs Brokerage industry

### ELEMENTS

Candidates must be able to:

### PERFORMANCE CRITERIA

1	Check Customs Declaration	1.1	Verify that the Manufacturer Safety Data sheet is attached to the Customs Declaration
		1.2	Read manufacturer Safety Data Sheet to determine areas of risk
		1.3	Determine safe handling requirements in accordance with identified risk and regulatory procedures
		1.4	Communicate safe handling requirements to senior personnel
2	Follow safety procedures	2.2	Obtain appropriate protective wear in accordance with risks identified
		2.3	Observe all safety requirements at transit shed and other facilities
3	Identify packages	3.1	Check marks and numbers on packages to verify ownership
		3.2	Check packages for damages and report damages where necessary to relevant personnel
		3.3	Locate and read labels on packages to ensure safe handling
		3.4	Check and verify that labels conform to document information
4	Obtain delivery	4.1	Examine cargo in accordance with safety procedures
		4.2	Load and secure cargo in accordance with instructions on labels and regulatory procedures
		4.3	Instruct transport contractor to transport packages in accordance with labelling instructions and regulatory

procedures

- 5 Deliver Cargo
- 5.1 Notify receiving personnel of the delivery of cargo
- 5.2 Supervise unloading of cargo in accordance with labelling and safety procedures
- 5.3 Instruct receiving personnel of labelling, handling and storage procedures

### RANGE STATEMENT

<p>Documents received include:</p> <ul style="list-style-type: none"> <li>• Invoices</li> <li>• packing list</li> <li>• Manufacturers safety data sheet (MSDF)</li> <li>• transport documents</li> <li>• certificates</li> </ul>	<p>Relevant personnel include:</p> <ul style="list-style-type: none"> <li>• police officers</li> <li>• fire officials</li> <li>• customs officials</li> <li>• cargo handlers</li> <li>• drivers</li> <li>• warehouse attendants</li> <li>• loaders</li> <li>• other subject matter personnel</li> </ul>
<p>Risks include:</p> <ul style="list-style-type: none"> <li>• burns</li> <li>• smoke inhalation</li> <li>• physical injuries</li> <li>• respiratory injuries</li> </ul>	<p>Packages include:</p> <ul style="list-style-type: none"> <li>• crates</li> <li>• boxes</li> <li>• bags</li> <li>• stores</li> <li>• household items</li> </ul>
<p>Cargo include:</p> <ul style="list-style-type: none"> <li>• packages declared to customs as cargo</li> </ul>	

### UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are custom declaration documents
2. how to interpret and understand labels
3. what are the consequences of incorrect interpretation of labels
4. what are the types of personal protective equipment
5. how should personal protective equipment be used ,stored and maintained
6. what are the roles and responsibilities of relevant receiving personnel

7. what is the proper wearing/fit of personal protective equipment
8. how to communicate information about accidents or deficiencies in procedures and practices
9. how to adhere to workplace instructions and follow directions as stated on package labels or Material Safety Data Sheets

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- read and understand labels
- read and understand manufacturer's Safety Data Sheet
- interpret and understand Customs Declaration documentation
- interface with relevant personnel
- identify and use relevant protective wear
- follow instructions (verbal or written )

### (2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

### (3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams.



## BS00503 : Prepare Export Documents

Unit Descriptor:

This unit deals with the skills and knowledge required to provide general assistance in the preparation of documents for exporting goods

**ELEMENTS**

Candidates must be able to:

**PERFORMANCE CRITERIA**

1	Prepare documents	1.1	Follow instructions given by senior personnel
		1.2	Ask questions to clarify instructions given
		1.3	Prepare invoices following international customs standards
		1.4	Record specifications for the export of goods using applicable forms following international and workplace procedures
		1.5	Obtain applicable export licenses, permits and certificates in accordance with local and international custom laws
		1.6	Prepare shipping documents according to workplace and international custom standards
2	Obtain approvals	2.1	Apply to the various agencies and authorities for approvals to export goods
		2.2	Book and confirm transportation of goods with the assistance of senior personnel
3	Follow export procedures	3.1	Obtain permission to ship from agents and customs authorities following supervisor's instructions and workplace procedures
		3.2	Check transportation documents for compliance with inland transport arrangements
		3.3	Comply with port regulations and international ships and port security (ISPS) regulations in the transportation of goods
		3.4	Obtain evidence of shipment from relevant personnel Master/Captain/Agent of the vessel

## RANGE STATEMENT

Various agencies and authorities include : <ul style="list-style-type: none"> <li>• Agriculture authorities</li> <li>• Health authorities</li> <li>• Trade and Commerce authorities</li> <li>• National security authorities</li> </ul>	Applicable forms include : <ul style="list-style-type: none"> <li>• parcel post card</li> <li>• sea and way bill</li> <li>• bill of lading</li> </ul>
Evidence of shipment includes: <ul style="list-style-type: none"> <li>• receipt signed by the captain/agent/customs</li> <li>• landing accounts</li> </ul>	Approvals include : <ul style="list-style-type: none"> <li>• ship agents</li> <li>• customs authority</li> <li>• bureau of standards</li> <li>• food and drugs authorities</li> <li>• health authority</li> <li>• national security authorities</li> </ul>
Shipping documents include: <ul style="list-style-type: none"> <li>• certificate of origin</li> <li>• customs declaration</li> <li>• health certificates</li> </ul>	

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the statutory regulations and requirements regarding individuals' responsibility for the safety of themselves and others
2. what are the requirements for ex warehouse cargo, ship stores and petroleum products
3. what are the various ISPS regulations
4. what are the national port laws
5. what are the national customs laws and regulations
6. what are the various national agencies and ministries and their responsibilities
7. what are the national customs and port's terminology
8. what are the various shipping terms and expressions within the custom brokerage industry
9. what are the different departments of the national customs and excise and their role and functions

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- Communicate effectively with the relevant personnel
- carry out relevant tasks in accordance with national or local customs laws and regulations
- Interpret and understand the local or national customs and port's terminology

**(2) Method of Assessment**

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

**(3) Context of Assessment**

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams

BS00504: Carry out data entry and retrieval procedures

Unit Descriptor:

This unit deals with the skills and knowledge required to operate the computer to enter, manipulate and retrieve data and to access information and communicate via the internet

**ELEMENTS**

Candidates must be able to:

**PERFORMANCE CRITERIA**

- |   |                          |     |  |
|---|--------------------------|-----|--|
| 1 | Initiate computer system | 1.1 | Check equipment and work environment for readiness to perform scheduled tasks                      |
|   |                          | 1.2 | Identify the hardware components of the computer and their functions                               |
|   |                          | 1.3 | Power up equipment following workplace procedures  |
|   |                          | 1.4 | Apply access codes following workplaces procedures   |
|   |                          | 1.5 | Select appropriate software and load from the menu   |
| 2 | Enter data               | 2.1 | Identify and collect types of data for entry with the assistance of senior personnel               |
|   |                          | 2.2 | Select and use appropriate input devices for the intended operations                               |
|   |                          | 2.3 | Use manipulative procedures of input device to conform with established practices                  |
|   |                          | 2.4 | Locate computer files or create name and save new files  |
|   |                          | 2.5 | Enter data in the appropriate files using specified workplace and regulatory procedures and format |
|   |                          | 2.6 | Enter data and validate in accordance with workplace procedures                                    |
|   |                          | 2.7 | Correct or report anomalous results following workplace procedures                                 |
|   |                          | 2.8 | Back up in accordance with workplace and operating procedures                                      |

- 3 Retrieve data
  - 3.1 Establish the identity and source of information
  - 3.2 Obtain authority from supervisor or senior personnel to access data where required
  - 3.3 Locate and access files and data
  - 3.4 Maintain integrity and confidentiality of data following workplace procedures
  - 3.5 Conform the relevant reports or information to workplace requirements
  - 3.6 Conform formats to retrieve reports or information following workplace procedures
  - 3.7 Print copy of data where required
- 4 Amend data
  - 4.1 Establish source of data/information for amendment
  - 4.2 Locate data to be amended within the file
  - 4.3 Enter, change or delete the data/information using appropriate input devices and approved workplace procedures
  - 4.4 Maintain the integrity of the data
- 5 Use document layout and data format facilities
  - 5.1 Verify requirements for documents where necessary
  - 5.2 Apply the given format following workplace procedures
  - 5.3 Identify, access and use facilities to achieve desired format and layout
  - 5.4 Use data manipulating facilities following workplace procedures
  - 5.5 Check format and layout following workplace procedures
- 6 Monitor the operation of
  - 6.1 Monitor system to ensure correct equipment operation of tasks
  - 6.2 Attend to routine system messages promptly following workplace and regulatory operating procedures

- |   |                                 |  |
|---|---------------------------------|--|
|   | 6.3                             | Attend to non routine messages   |
|   | 6.4                             | Report error conditions within level or authority  |
|   | 6.5                             | Report uncorrected errors to senior personnel  |
|   | 6.6                             | Monitor output devices and materials for quality   |
| 7 | Access and transmit information | 7.1 Obtain internet access in accordance with the provider's operating procedures  |
|   |                                 | 7.2 Demonstrate evidence of ability to negotiate web sites to locate and access specified information and services efficiently |
|   |                                 | 7.3 Send emails and retrieve as required   |
| 8 | Shut down computer system       | 8.1 Follow correct shut down sequence in accordance to workplace procedures  |
|   |                                 | 8.2 Report promptly problems with shutting down computer if any to appropriate level of authority                              |
|   |                                 | 8.3 Observe all safety and protective procedures   |
|   |                                 | 8.4 Preserve the system integrity and security   |
| 9 | Maintain computer equipment     | 9.1 Check cleaning materials and/or solutions before use to ensure it meets specified recommendation                           |
|   |                                 | 9.2 Report wear and faults identified promptly to the appropriate personnel  |

### RANGE STATEMENT

Equipment includes: <ul style="list-style-type: none"> <li>• installed supplied computer</li> <li>• installed supplied peripheral</li> </ul>	Work environment includes: <ul style="list-style-type: none"> <li>• equipment</li> <li>• furniture</li> <li>• cabling</li> <li>• power supply</li> </ul>
Software systems include: <ul style="list-style-type: none"> <li>• word processing</li> <li>• spread sheet</li> <li>• internet access</li> <li>• ASYCUDA World</li> </ul>	Data includes: <ul style="list-style-type: none"> <li>• textual</li> <li>• numerical</li> <li>• graphical</li> <li>• print etc</li> </ul>

Files save on includes: <ul style="list-style-type: none"> <li>• network</li> <li>• magnetic media</li> <li>• personal PC</li> </ul>	File operations includes: <ul style="list-style-type: none"> <li>• naming</li> <li>• updating,</li> <li>• archiving,</li> <li>• traversing field and records in database</li> <li>• use of search, sort and print</li> </ul>
Maintenance includes: <ul style="list-style-type: none"> <li>• cleaning devices</li> <li>• enclosures</li> <li>• screen</li> <li>• input devices</li> <li>• out devices</li> <li>• checking cables</li> </ul>	

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the safety procedures for working with and around computers
2. what are the procedures for initiating and closing down computer
3. what are the procedures for operating a data entry management system
4. what are the different methods of locating files
5. what are the organisation's standards applicable to accessing files
6. what are files operations and their applications
7. what are the different file operations in a database setting
8. how to create, locate and save files
9. what are the formatting functions of software
10. what is ASYCUDA World

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- identify computer hardware and initiate the use of the equipment
- use document layout and data format facilities
- locate and access data
- manipulate data input and output devices
- key in and format reports
- access the internet
- manipulate the ASYCUDA World software

### (2) Method of Assessment

Assessors should gather a range of evidence, over of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy

skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

**(3) Context of Assessment**

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or teams



## BS00505: Follow Safe Working Policies and Practices

### Unit Descriptor:

This unit deals with the skills and knowledge required to satisfy safe work practices within the Customs Brokerage and industry

### ELEMENTS

Candidates must be able to:

### PERFORMANCE CRITERIA

1	Follow workplace procedures for hazard identification and risk controls	1.1	Recognise and report hazards in the work area to relevant personnel according to workplace procedures and the laws of the land
		1.2	Follow workplace procedures and work instructions for assessing and controlling risks
		1.3	Follow personal protective measures in accordance with workplace procedures
		1.4	Follow safe manual handling methods in accordance with authorised codes of practice and workplace procedures
		1.5	Follow workplace procedures when dealing with accidents, fires and emergencies
2	Maintain personal well being for the job	2.1	Maintain standards of fitness and well being in accordance with workplace medical requirements
		2.2	Identify risks to personal well being and adopt preventative strategies
		2.3	Identify, correct or report situations which may endanger the individual or other workers
		2.4	Identify, clarify and follow organisation's policy on smoking, alcohol and drug use
3	Apply emergency response first aid	3.1	Administer emergency response first aid in accordance with authorised procedures
		3.2	Report details of first aid administered in accordance with industry and/or workplace procedures
4	Contribute to the workplace management or occupational standard	4.1	Read and interpret workplace incidents and injury statistics

- 4.2 Report incidents and injuries to designated personnel in accordance with workplace procedures
- 4.3 Contribute and participate in occupational health and safety management in accordance with workplace procedures

## RANGE STATEMENT

<p>Hazardous situations include:</p> <ul style="list-style-type: none"> <li>• risks associated with tools and equipment</li> <li>• moving parts and guarding systems</li> <li>• lighting</li> <li>• electricity and water</li> <li>• toxic and hazardous substances</li> <li>• packaging material or containers</li> <li>• inflammable materials and fire hazards</li> <li>• lifting practices</li> <li>• spillage</li> <li>• waste and debris</li> </ul>	<p>Relevant workplace policies and procedures include:</p> <ul style="list-style-type: none"> <li>• risk management policies and procedures</li> <li>• first aid procedures</li> <li>• safe manual handling and lifting procedures</li> <li>• emergency</li> <li>• fire and accident procedures</li> <li>• material safety procedures</li> <li>• personal safety procedures</li> <li>• procedures for the use of protective equipment</li> <li>• use of motor vehicles and equipment</li> <li>• issue resolution procedures</li> <li>• job procedures and work instructions</li> </ul>
<p>Relevant information includes:</p> <ul style="list-style-type: none"> <li>• OH &amp;S regulations and practice, environmental legislation and practice relating to hazards in the workplace</li> <li>• obligations under relevant safety and health legislation</li> <li>• provisions relating to roles and responsibilities of health and safety representatives and/or Occupational health and Safety committees</li> <li>• provisions relating to Occupational health and Safety issue resolution</li> </ul>	<p>Participative arrangements include:</p> <ul style="list-style-type: none"> <li>• formal and informal meetings which include coverage of safety and health</li> <li>• safety committees (by whatever titles)</li> <li>• other committees for example (consultative, planning and purchasing)</li> <li>• health and safety representatives</li> <li>• suggestions, requests, reports and concerns put forward by employees to management (verbal or written)</li> </ul>
<p>Relevant personnel include:</p> <ul style="list-style-type: none"> <li>• supervisors</li> <li>• managers</li> <li>• team leaders</li> <li>• specified occupational health and safety personnel</li> <li>• other persons authorised or nominated by the enterprise or industry to perform, approve, inspect and direct specified work</li> </ul>	<p>Hazard identification and risk control includes:</p> <ul style="list-style-type: none"> <li>• checking equipment or work area before work commences and during work</li> <li>• identifying hazards ( labels, caution signs)</li> <li>• assessing risks</li> <li>• treating (including avoiding) risks</li> <li>• workplace inspections</li> <li>• housekeeping</li> </ul>

<p>Emergency procedures include:</p> <ul style="list-style-type: none"> <li>• sudden illness</li> <li>• accidents</li> <li>• fire or workplace evacuation involving staff/ or customers</li> <li>• natural disasters</li> </ul>	
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## UNDERPINNING KNOWLEDGE & SKILLS

### CANDIDATE MUST KNOW

1. what are the obligations of all workplace parties under legislation, regulations and codes of practice
2. what are the implications of workplace safety on efficiency, morale and customer relations
3. what are the basic risk management and control processes
4. what are the occupational health and safety regulations/requirements, equipment material and personal safety needs
5. what is the purpose and use of safety standards
6. what is the safe manual handling theory and practice
7. what is a material safety management system
8. how to identify and interpret labels
9. how to handle dangerous goods and hazardous chemicals
10. what are the workplace reporting procedures

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- collect, organise and analyse information related to workplace health, safety systems, procedures and the application of these to work situations
- use first aid skills at the emergency response level
- communicate ideas and information on workplace safety issues including the recording and reporting of incidents/accidents, and the framing of suggestions for improvements
- plan and organise activities including the inspection of their work materials and the planning of their own safe work sequences
- work with others and in a team at a level which recognise dependencies and uses

co- operative approaches to achieve workplace safety

- use problem solving skills to conduct activities aimed at self protection and system improvements
- use workplace technology related to the reporting, recording and responding to safety threats and emergencies

**(2) Method of Assessment**

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

**(3) Context of Assessment**

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams

## BS00506: Perform Customs Clearance Practices

### Unit Descriptor:

This unit deals with the skills and knowledge required for the unloading, entry, examination and delivery of goods

### ELEMENTS

Candidates must be able to:

### PERFORMANCE CRITERIA

- |   |                                    |   |
|---|------------------------------------|---|
| 1 | Follow procedures to unload goods  | 1.1 Obtain import declaration with documents attached from senior personnel   |
|   |                                    | 1.2 Check documents to ensure goods are properly entered following customs regulations  |
|   |                                    | 1.3 Obtain Document of Title from importer  |
|   |                                    | 1.4 Submit Document of Title to cargo agents to obtain delivery   |
| 2 | Follow procedures to enter goods   | 2.1 Obtain prepared forms related to the entry of goods from senior personnel   |
|   |                                    | 2.2 Check prepared forms for completeness   |
|   |                                    | 2.3 Report errors and omissions to senior personnel following workplace and regulatory procedures   |
|   |                                    | 2.4 Process prepared forms and obtain assessment from customs authority related to the entry of goods following workplace and regulatory procedures |
|   |                                    | 2.5 Obtain duty receipts from custom cashiers where applicable  |
|   |                                    | 2.6 Obtain approval for the release of goods from approved agencies   |
| 3 | Follow procedures to examine goods | 3.1 Request that cargo be brought to customs examination area   |
|   |                                    | 3.2 Communicate marks and numbers for verification by Customs Examining Officer   |
|   |                                    | 3.3 Identify and discuss with the customs examining officer the safety requirements regarding the examination of goods in special cases             |

- |   |   |     |  |
|---|---|-----|--|
| 4 | Follow procedures for delivery of goods | 3.4 | Follow instructions given by the customs officer and or agencies for opening packages in compliance with safety requirements |
|   |   | 3.5 | Report to senior personnel if instructions given by customs official were not in compliance with safety requirements         |
|   |   | 3.6 | Check contents together with customs officials and or agencies against import documents                                      |
|   |   | 4.1 | Check Title Document for customs delivery stamp and signature  |
|   |   | 4.2 | Submit Title Document to custodian and follow delivery in house procedures to obtain receipt of goods                        |

## RANGE STATEMENT

Special cases include: <ul style="list-style-type: none"> <li>• damaged goods</li> <li>• empty packages</li> <li>• dangerous or hazardous goods</li> </ul>	Applicable forms include: <ul style="list-style-type: none"> <li>• invoices</li> <li>• transport documents</li> <li>• certificates and permits</li> <li>• prescribed customs forms</li> </ul>
Delivery include: <ul style="list-style-type: none"> <li>• written instructions from agents to the custodian to release goods</li> </ul>	Assessment includes: <ul style="list-style-type: none"> <li>• document obtained from Customs and Excise after import documents have been certified correct</li> </ul>
Agencies include: <ul style="list-style-type: none"> <li>• Bureau of Standards</li> <li>• Food and Drugs Authority</li> <li>• Public Health Authority</li> <li>• Agricultural Authorities</li> <li>• National Security Officials</li> </ul>	Documents include: <ul style="list-style-type: none"> <li>• transport documents,</li> <li>• permits,</li> <li>• licenses,</li> <li>• certificates,</li> <li>• agencies approval</li> <li>• assessment notices,</li> <li>• duty receipts</li> <li>• declarant signatures</li> <li>• customs officers signature</li> <li>• declaration forms</li> <li>• invoices</li> </ul>
Document of Title include: <ul style="list-style-type: none"> <li>• original Bill of Lading</li> <li>• delivery receipt</li> <li>• parcel post card</li> </ul>	Obtain delivery from customs and custodians include: <ul style="list-style-type: none"> <li>• numbering,</li> <li>• screening</li> <li>• examination</li> </ul>

Personnel include: <ul style="list-style-type: none"> <li>• customs officials</li> <li>• workplace supervisors</li> </ul>	
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## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what are the customs, port laws and regulations
2. what are the procedures and documentation required for the entry of goods
3. what are the procedures for the unloading of goods
4. what are the role and function of Customs in the delivery of goods
5. what are the role and function of the Custodian
6. what are the role and function of the agencies
7. how to treat and handle special cases
8. what are the procedures for the examination of goods

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- interpret and understand labels and labelling
- work in teams and foster team spirit
- comply with all applicable laws and regulations in relation to their given task
- to interface with the relevant personnel
- interpret and understand custom clearance documents

### (2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

### (3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace

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situations. The competencies covered by this unit would be demonstrated by working individually or in teams



## BS00507: Process Customer Transactions

### Unit Descriptor:

This unit deals with the skills and knowledge required to process the customer's basic financial transactions.

### ELEMENTS

Candidates must be able to:

### PERFORMANCE CRITERIA

- |   |                                      |   |
|---|--------------------------------------|---|
| 1 | Provide customer service             | 1.1 Greet and serve customers with respect and professionalism in accordance with company's service standards and/or expectations |
|   |                                      | 1.2 Provide customers with information required in a timely manner following workplace procedures                                 |
|   |                                      | 1.3 Answer fully and clear queries about transactions to ensure customers are appropriately informed                              |
|   |                                      | 1.4 Refer transactions outside one's knowledge or delegated authority to senior personnel for resolution as required              |
| 2 | Process basic financial transactions | 2.1 Process customer transactions in a timely manner following standard policies, procedures and systems                          |
|   |                                      | 2.2 Check documentation or system entry to support transactions   |
|   |                                      | 2.3 Use workplace procedures to maintain and verify accurate customer's account and transaction details                           |
|   |                                      | 2.4 Refer customer complaints and disputes following workplace procedures to senior personnel                                     |
|   |                                      | 2.5 Rectify customer's accounts following workplace procedures when necessary   |
|   |                                      | 2.6 Levy fees appropriate to transactions following workplace and regulatory procedures   |
| 3 | Administer the transaction process   | 3.1 Update database records or customer files as required following standard workplace procedures                                 |
|   |                                      | 3.2 Report system or process failures according to standard workplace procedures  |
|   |                                      | 3.3 Store customer records in accordance with standard workplace procedures   |
|   |                                      | 3.4 Protect customer privacy and confidentiality following  |

workplace procedures

## RANGE STATEMENT

Transactions include:

- Using manual or electronic systems
- Using the standard procedures and systems of the custom brokerage industry

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. how to respond to customer queries about their transactions
2. how to locate and provide information to customers about their goods
3. how to collect, analyse and organise information
4. what are the customs international and local regulatory procedures

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- communicate effectively with others
- work with others in a team
- use mathematical ideas and techniques to perform their task
- solve problems
- use databases and systems to complete customer transactions

### (2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

### (3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams.

## BS00508: Build International Client Relationships

### Unit Descriptor:

This unit covers the skills and knowledge required to build effective international client relationships.

### ELEMENTS

Candidates must be able to:

### PERFORMANCE CRITERIA

1	Build international communication strategies	1.1	Create a database of international clients with relevant fields
		1.2	Establish and note preferred mode of communication for communicating with international clients
		1.3	Take into account the influence of geographic separation when establishing preferred mode of communication with international clients
		1.4	Keep records of communications with international clients
2	Analyse and identify culturally appropriate communication strategies with clients	2.1	Identify sources of information relating to culturally appropriate styles of communication for international clients
		2.2	Use available information to analyse and note culturally appropriate styles of communication for specific cultural groups amongst international clients
3	Apply culturally appropriate communication strategies with clients	3.1	Use preferred client communication styles and modes when communicating with international clients
		3.2	Use culturally appropriate verbal and non verbal communication processes to establish rapport with international clients
		3.3	Utilise active listening to establish rapport with international clients
		3.4	Investigate and act on opportunities to offer positive feedback to the client
		3.5	Use open questions to promote two way communication
		3.6	Identify and act upon potential barriers to effective communication with international clients including those that

- are influenced by culture
- 3.7 Identify client needs, preferences and expectations using communication techniques
- 4 Maintain and improve relationships with international clients
- 4.1 Develop strategies to establish processes for obtaining ongoing feedback from international clients to monitor satisfaction levels
- 4.2 Obtain feedback and use to develop and implement strategies to maintain and improve relationship with international clients
- 4.3 Review on a regular basis the effectiveness of communication with international clients

## RANGE STATEMENT

<p>Sources of information include:</p> <ul style="list-style-type: none"> <li>• advice provided by government agencies and chambers of commerce</li> <li>• trade and business publications</li> <li>• staff within own organisation from same cultural group as international clients</li> <li>• academic publications and personnel</li> </ul>	<p>Fields include:</p> <ul style="list-style-type: none"> <li>• names of individuals and their companies</li> <li>• contact details (address, phone, fax, email, mobile)</li> <li>• title/job role</li> <li>• preferred mode of communication</li> <li>• notes on preferred communication style</li> <li>• records of communications</li> <li>• cycle for contact</li> </ul>
<p>Mode of communication include:</p> <ul style="list-style-type: none"> <li>• phone, visit, fax, email or letter</li> </ul>	<p>Geographic separation include:</p> <ul style="list-style-type: none"> <li>• differences in time zones</li> <li>• lack of opportunities for face to face contact</li> </ul>
<p>Diary formats include:</p> <ul style="list-style-type: none"> <li>• paper based</li> <li>• electronic</li> <li>• linked to database of international clients</li> </ul>	<p>Feedback may be obtained through:</p> <ul style="list-style-type: none"> <li>• survey instruments</li> <li>• telephone</li> <li>• letter</li> <li>• email</li> </ul>
<p>Culturally appropriate styles of communication consider factors such as:</p> <ul style="list-style-type: none"> <li>• forms of address used for names</li> <li>• eye contact</li> <li>• distance between communicating parties</li> <li>• differences in assertiveness across cultures and individuals</li> </ul>	<p>Barriers include:</p> <ul style="list-style-type: none"> <li>• cultural differences</li> <li>• stereotypes</li> <li>• word choice</li> <li>• non verbal communication</li> <li>• voice modulation and articulation</li> <li>• not listening actively</li> </ul>

<ul style="list-style-type: none"> <li>• voice tone</li> </ul>	<ul style="list-style-type: none"> <li>• physical, personal and age differences</li> <li>• educational differences</li> <li>• organisational</li> </ul>
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## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

1. what is communication theory as it relates to cross cultural communication
2. what are the different information sources and information about relevant cultural groups
3. what are the range of products or services marketed by business in international settings

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- build, maintain and improve client relationships with international clients
- communicate in cross cultural context

### (2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

### (3) Context of Assessment

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or in teams

## BSBSBM0012A: Craft Personal Entrepreneurial Strategy

### Unit Descriptor:

This unit deals with the skills and knowledge required to craft an entrepreneurial strategy that fits with the attitudes, behaviors, management competencies and experience necessary for entrepreneurs to meet the requirements and demands of a specific opportunity.

<b>ELEMENTS</b>		<b>PERFORMANCE CRITERIA</b>	
Candidates must be able to:			
1. Demonstrate knowledge of the nature of entrepreneurship	1.1	1.1	Concepts associated with entrepreneurship are clearly understood.
	1.2	1.2	Factors, which influence entrepreneurship in and outside of Jamaica, are correctly identified and explained.
	1.3	1.3	The importance of entrepreneurship to economic development and employment is explained clearly.
	1.4	1.4	The findings of research conducted on entrepreneurial ventures and successes in the Caribbean region are clearly presented in an appropriate format.
	1.5	1.5	Differences between wage employment and entrepreneurial ventures are correctly stated.
2. Identify and assess entrepreneurial characteristics	2.1	2.1	Relevant research is carried out and required entrepreneurial characteristics identified.
	2.2	2.2	Entrepreneurial characteristics identified are assessed and ranked.
	2.3	2.3	An understanding of the process and discipline that enable an individual to evaluate and shape choices and to initiate effective action is correctly demonstrated.
	2.4	2.4	Factors that will help an entrepreneur to manage the risk and uncertainties of the future, while maintaining a future orientated frame of mind, are identified.
3. Develop self-assessment Profile	3.1	3.1	Self-assessment tools/methods to identify personal entrepreneurial potential are identified and properly used.
	3.2	3.2	The ability to apply creativity, problem-solving techniques and principles to solve business related problems are demonstrated.

- |    |                                   |      |   |
|----|-----------------------------------|------|---|
| 4. | Craft an entrepreneurial strategy | 3.3  | Feedback from others for the purpose of becoming aware of blind spots and for reinforcing or changing existing perceptions of strengths/ weaknesses is appropriately obtained.  |
|    |                                   | 4.1  | A profile of the past that includes accomplishments and preferences in terms of life and work styles, coupled with a look into the future and an identification of what one would like to do is developed.                |
|    |                                   | 4.2  | Commitment, determination and perseverance; orientation towards goals; taking initiative and accepting personal responsibility; recognizing management competencies and identifying areas for development are determined. |
|    |                                   | 4.3  | Written guidelines to obtain feedback that is solicited, honest, straightforward, and helpful but not all positive or negative are developed to facilitate reviews.   |
|    |                                   | 4.4  | Framework and process for setting goals which demand time, self-discipline, commitment, dedication and practice are developed.  |
|    |                                   | 4.5  | Goals established are specific and concrete, measurable, relate to time, realistic and attainable.  |
|    |                                   | 4.6  | Priorities, including identifying conflicts and trade-offs and how these may be resolved are established.   |
|    |                                   | 4.7  | Potential problems, obstacles and risks in meeting goals are identified.  |
|    |                                   | 4.8  | Specified action steps that are to be performed in order to accomplish goals are identified.  |
|    |                                   | 4.9  | The method by which results will be measured is indicated.  |
|    |                                   | 4.10 | Milestones for reviewing progress and tying these to specific dates on a calendar are established.  |
|    |                                   | 4.11 | Sources of help to obtain resources are identified.   |
|    |                                   | 4.12 | Demonstrate an ability to review process periodically and revise goals following workplace procedures.  |

## RANGE STATEMENT

At this stage of the entrepreneurial process the entrepreneur must be able to conduct a self-assessment profile, examine the frame work for self assessment, develop a personal entrepreneurial strategy, identify data to be collected in the self-assessment process and learn about receiving feedback and setting goals.

Concepts associated to include:

•

- risk
- entrepreneurship
- macro-screening
- micro-screening
- competition
- wage employment

Influencing factors to include:

- market conditions
- markets – demand/supply
- global trends
- level of economic activities
- funding
- economic stability
- social stability
- resources availability

The entrepreneur must be able to:

- understand the extreme complexity in predicting or aligning him/herself to specific careers in an environment of constant change
- determine the kind of entrepreneur he or she wants to become based on attitudes, behaviors, competencies, experience and how these fit with the requirements and demands for a specific opportunity
- evaluate thoroughly his or her attraction to entrepreneurship
- effectively develop personal plan
- utilize available information that will enhance his or her ability to achieve success

The entrepreneur may encounter setbacks if the planning process is not effectively pursued.

Pitfalls may include:

- proceeding without effective planning this may result in commitment to uncertainty
- personal plans fail for the same reasons as business plans including frustration if the plan appears not to be working immediately and the challenges of changing behaviour from an activity oriented routine to one that is goal oriented



## EVIDENCE GUIDE

Competency is to be demonstrated when the entrepreneur is able to undertake a personal entrepreneurial assessment exercise to determine if he or she possesses the necessary credentials to be a successful entrepreneur. This stage of the entrepreneurial process is critical since experience has shown that the founder is one of the deciding forces if the venture is to succeed and prosper.

### (1) Critical Aspects of Evidence

The entrepreneur will be assessed by his/her action in developing an orchestrated plan in order to effectively pursue the business concept.

### (2) Pre-requisite Relationship of Units

- Nil

### (3) Underpinning Knowledge and Skills

#### Knowledge

Knowledge of:

- personal entrepreneurial profilesystems
- effective management systems: marketing, operations/productions, finance, administration, law
- how to measure feedback
- the method of developing a personal plan and a business plan
- understanding the difference between entrepreneurial culture and management culture

#### Skills

The ability to:

- determine barriers to entrepreneurship
- minimize exposure to risk
- exploit any available resource pool
- tailor reward systems to meet a particularsituation
- effectively plan and execute activities
- use computer technology to undertake assessments

### (4) Resource Implications

The following resources should be made available:

Personal computer with access to the Internet and appropriate software that will enable one to conduct the necessary analysis using the Internet.

### (5) Method of Assessment

A useful method of assessment is to determine if the venture can stand up to the test of critical evaluation.

### (6) Context of Assessment

This stage of the entrepreneurial process is assessed when comparisons are made between actual outcomes and plans/projections.

**CRITICAL EMPLOYABILITY SKILLS**

Three levels of performance denote level of competency required to perform a task. These levels do not relate to the NCTVET Qualifications Framework. They relate to the seven areas of generic competency that underpins effective workplace practices.

Levels of Competency		
Level 1	Level 2	Level 3
<ul style="list-style-type: none"> <li>• Carries out established processes</li> <li>• Makes judgment of quality using given criteria</li> </ul>	<ul style="list-style-type: none"> <li>• Manages process</li> <li>• Selects the criteria for the evaluation process</li> </ul>	<ul style="list-style-type: none"> <li>• Establishes principles and procedures</li> <li>• Evaluates and reshapes process</li> <li>• Establishes criteria for evaluation</li> </ul>

Collect, analyze and organize information	Level 1	
Communicate ideas and information	Level 1	
Plan and organize activities	Level 1	
Work with others and in team	Level 1	
Use mathematical ideas and techniques	Level 1	
Solve problems	Level 1	
Use technology	Level 1	

Please refer to the Assessment Guidelines for advice on how to use the Critical Employability Skills.

**BS00509: Follow Principles of Occupational Health and Safety (OH&S) in Work Environment**

Unit Descriptor:

This unit deals with the skills and knowledge required to effectively perform work activities to conform to occupational health and safety requirements.

**ELEMENTS**

Candidates must be able to:

**PERFORMANCE CRITERIA**

1	Follow safe work practices	1.1	Carry out work in accordance with company procedures and legislative requirements
		1.2	Perform housekeeping in accordance with company procedures
		1.3	Demonstrate an understanding of one own responsibilities and duties in day to day actions
		1.4	Identify safety signs/symbols and follow as per instruction
2	Report workplace hazards	2.1	Identify workplace hazards during the course of work and report to appropriate person/s according to standard operating procedures
3	Follow emergency procedures	3.1	Demonstrate means of contacting the appropriate personnel and emergency services in the event of an accident
		3.2	Carry out emergency and evacuation procedure when required

**RANGE STATEMENT**

Quality assurance requirements include: <ul style="list-style-type: none"><li>• working environment</li><li>• adverse weather conditions</li><li>• protection of work personnel</li><li>• protection of public</li></ul>	Safety responsibilities apply to: <ul style="list-style-type: none"><li>• personal protection</li><li>• safe interactive work practices(duty of care)</li><li>• occupational health and safety (OHS) regulations</li></ul>
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	<ul style="list-style-type: none"><li>• factory act</li></ul>
Emergency procedures may : <ul style="list-style-type: none"><li>• evacuation procedures</li><li>• fire fighting</li><li>• medical and first aid</li></ul>	

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know:

- what are the relevant workplace requirements
- what are material storage requirements
- what are the relevant acts, regulations and codes of practice
- what are the company policy
- what are hazardous material
- how to work safely to instructions
- how to use equipment and tools safely
- how to handle resources and supplies
- how to operate equipment and safety devices
- how to interpret hazardous material labels

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

It is essential that competence is observed in the following aspects:

- demonstrate compliance with occupational health and safety regulations applicable to workplace operations
- demonstrate application of organisational policies and procedures including quality assurance requirements where applicable
- carry out appropriate applications in accordance with regulatory and legislative requirements

### (2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation and oral questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials

**(3) Context of Assessment**

This unit may be assessed on the job or off the job. Where assessment is done off the job, an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by working individually or teams