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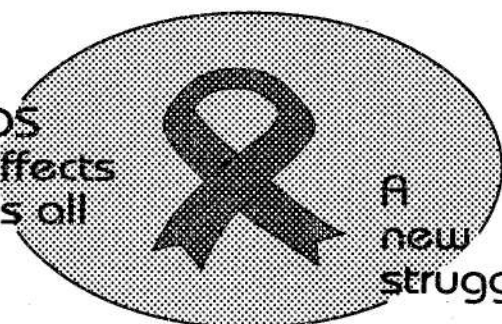
Vol. 420

PRETORIA, 9 JUNE 2000
JUNIE

No. 21269

We all have the power to prevent AIDS

AIDS
affects
us all



A
new
struggle

**AIDS
HELPLINE**

0800 012 322

DEPARTMENT OF HEALTH

Prevention is the cure

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Established in terms of Act 58 of 1995

SOUTH AFRICAN QUALIFICATIONS AUTHORITY

No. 591

9 June 2000

The South African Qualifications Authority in terms of the National Standard Body Regulations (Government Gazette No. 18787) published on 28 March 1998, hereby publishes the new names of persons nominated to serve as members of the following National Standard Bodies (NSB 08 & 12) and their national stakeholder bodies. SAQA invites comment with respect to the acceptability of the nominees and the representativeness of the national bodies with key interests in the field.

Kindly forward any comment not later than **10 July 2000** to:

The Executive Officer
South African Qualification Authority
Postnet Suite 248
Private Bag X06
WATERKLOOF
0145

Attention: Mr J Samuels
Director : Standards Setting and Development

Telephone: (012) 346-9134
Fax: (012) 346-5812

NSB 08 : Law, Military Science and Security

Category	Nomination	Nominating Body	Workplace
Labour	R I Ramputa (Replacing Mr T Nene)	SASBO Finance	SASBO Finance Union
State	Solly Ngoasheng (Replacing Abe Ndlovu)	Department of Finance	Department of Finance

NSB 12 : Physical Planning and Construction

Labour	Phillip Jerome Pretorius (Replacing Noel Maart)	Independent Trade Unions	South African Woodworkers Union
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No. 592

9 June 2000

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with regulation 24(2)(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Information Systems and Technology

registered by NSB 10, Physical, Mathematical, Computer and Life Sciences, publishes the following unit standards for public comment.

This notice contains the titles and specific outcomes of the unit standards. The full unit standards can be accessed via the SAQA web-site at www.saqo.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, 659 Pienaar Street, Brooklyn, Pretoria.

Comment on the qualifications and unit standards should reach SAQA at the address below *by no later than 10 July 2000*. All correspondence should be marked **Standards Setting – SGB for Information Systems and Technology**, and be addressed to

The Director: Standards Setting and Development
SAQA

Attention: Mr M.C. Cosser

Postnet Suite 248

Private Bag X 06

WATERKLOOF

0145

or faxed to 012 346-5812

or e-mailed to mcosser@saqa.co.za

**UNIT STANDARDS FOR INFORMATION SYSTEMS AND TECHNOLOGY:
NQF LEVEL 2 UNIT STANDARD TITLES**

1. Title: Describe the application and impact as well as social implications of Information Technology
2. Title: Operate a personal computer system
3. Title: Use personal computer operating systems
4. Title: Operate personal computer peripherals
5. Title: Demonstrate knowledge of and produce word processing documents using base functions
6. Title: Demonstrate knowledge of and produce computer spreadsheets using base functions
7. Title: Demonstrate understanding of the basic concepts of databases and the ability to plan and create a simple databases
8. Title: Demonstrate the ability to use electronic mail software to send and receive messages
9. Title: Demonstrate the ability to use the World Wide Web
10. Title: Demonstrate knowledge of and produce a presentation using base functions

UNIT STANDARD TITLES AND SPECIFIC OUTCOMES**1. Title: Describe the application and impact as well as social implications of Information Technology****Specific Outcomes:**

Outcome 1: Describe Information Technology

Outcome 2: Describe the uses of IT in organisations

Outcome 3: Describe IT occupations in an organisation

Outcome 4: Identify the social implications of IT

Outcome 5: Describe the past impact of information technology on various aspects of society

Outcome 6: Discuss the future implications of information technology on aspects of society

Outcome 7: Describe ergonomic principles for computer workstations

Outcome 8: Operate a computer workstation according to ergonomic principles

Title: Operate a personal computer system**Specific Outcomes:**

Outcome 1: Describe the hardware components of a personal computer

Range: Central processing unit, memory, keyboard, mouse, disc drive and visual display unit

Outcome 2: Operate the hardware components of a personal computer

Range: Keyboard, mouse, floppy drive and display

Outcome 3: Maintain the hardware components of a personal computer

Outcome 4: Perform personal computer operating systems operations

Outcome 5: Describe personal computer software

Outcome 6: Describe computer data storage

Outcome 7: Manage computer files

Outcome 8: Operate a printer

Title: Use personal computer operating systems

Specific outcomes:

Outcome 1: Show an understanding of the purpose and nature of a computer operating system

Outcome 2: Perform system configurations, stiffy operations and file conversions

Outcome 3: Describe and develop automated operations

Title: Operate personal computer peripherals

Specific outcomes:

Outcome 1: Describe a range of computer peripherals

Outcome 2: Operate a range of personal computer peripherals

Range: a printer and one external hard disk, CD-ROM, tape cartridge, scanner, camera, videotape deck, projector and modem

Outcome 3: Maintain the hardware components of personal computer peripherals

Range: a printer and one external hard disk, CD-ROM, tape cartridge, scanner, camera, videotape deck, projector and modem

Title: Demonstrate knowledge of and produce computer spreadsheets using base functions

Specific outcomes:

Outcome 1: Demonstrate basic knowledge of the uses and features of a word processing programme

Outcome 2: Adjust Basic Settings and document set-up

Outcome 3: Manipulate data in a word processing document

Outcome 4: Format document and text in a word processing document

Outcome 5: Print document

Title: Demonstrate understanding of the basic concepts of databases and the ability to plan and create a simple database

Specific Outcomes:

Outcome 1: Demonstrate basic knowledge of the uses and features of a data base programme

Outcome 2: Adjust Basic Settings

Outcome 3: Design, plan and create a database

Outcome 4: Define primary keys, set up an index, modify table and update the database

Title: Demonstrate the ability to use electronic mail software to send and receive messages

Specific outcomes:

Outcome 1: Demonstrate ability to log on to the internet and understand the basic uses of electronic mail software

Outcome 2: Adjust Basic Settings

Outcome 3: Create and send a message

Outcome 4: Read and reply to a message

Outcome 5: Use address functions and manage messages

Title: Demonstrate the ability to use the World Wide Web**Specific outcomes:**

Outcome 1: Demonstrate the ability to log on to the internet and understand basic uses of a web Browser

Outcome 2: Adjust Basic Settings

Outcome 3: Access a web address

Outcome 4: Use a search engine and print

Outcome 5: Use and create a bookmark

Title: Demonstrate knowledge of and produce a presentation using base functions**Specific outcomes:**

Outcome 1: Demonstrate basic knowledge of the uses and features of a presentation programme

Outcome 2: Adjust Basic Settings and save the presentation document in another file format

Outcome 3: Create a new presentation document and modify it

Outcome 4: Format document and text in a word processing document

Outcome 5: Print document

**UNIT STANDARDS FOR INFORMATION SYSTEMS AND TECHNOLOGY:
NQF LEVEL 3 UNIT STANDARD TITLES**

Title: Produce word processing documents for business

Title: Produce and use spreadsheets for business

Title: Produce presentation documents for business

Title: Demonstrate the ability to use a database for business purposes

UNIT STANDARD TITLES AND SPECIFIC OUTCOMES

Title: Produce word processing documents for business

Specific Outcomes:

Outcome 1: Change the appearance of a document

Outcome 2: Check a document for spelling and grammar

Outcome 3: Create lists and tables in a document

Outcome 4: Add and manipulate pictures, images, and objects in a document

Outcome 5: Use the mail merge feature

Outcome 6: Prepare a document for use in another application

Title: Produce and use spreadsheets for business

Specific Outcomes:

Outcome 1: Plan and design computer spreadsheet documents to solve a business problem

Outcome 2: Produce a computer spreadsheet file to solve a business problem

Outcome 3: Use a computer spreadsheet file to solve a business problem

Outcome 4: Manipulate the data in a spreadsheet

Title: Produce presentation documents for business**Specific Outcomes:**

Outcome 1: Add, modify and move drawn objects within a presentation slide

Outcome 2: Create, add and manipulate charts within a slide

Outcome 3: Manage images and other objects within a slide

Outcome 4: Apply animation and transitions to a presentation document

Outcome 5: View and present a slide show

Title: Demonstrate the ability to use a database for business purposes**Specific Outcomes:**

Outcome 1: Retrieve information from an existing database

Outcome 2: Refine a query and select and sort data

Outcome 3: Use a form to enter data into a database

Outcome 4: Create reports

No. 593

9 June 2000

SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)

In accordance with regulation 24(2)(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Transport and Logistics Operations

registered by NSB 11, Services, publishes the following unit standards-based qualifications for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purposes of the qualifications, and the titles and specific outcomes of the unit standards upon which the qualifications are based. The full qualifications and unit standards can be accessed via the SAQA web-site at www.saqa.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, 659 Pienaar Street, Brooklyn, Pretoria.

Comment on the qualifications and unit standards should reach SAQA at the address below *by no later than 10 July 2000*. All correspondence should be marked **Standards Setting – SGB for Transport and Logistics Operations**, and be addressed to

The Director: Standards Setting and Development
SAQA

Attention: Mr M.C. Cosser

Postnet Suite 248

Private Bag X 06

WATERKLOOF

0145

or faxed to 012 346-5812

or e-mailed to mcosser@saqa.co.za

NATIONAL CERTIFICATE IN FREIGHT HANDLING (NQF LEVEL 3)

Field : Services
Sub-field : Transport and Logistics Operations
NQF Level : 3
Credits : 120

Purpose of the qualification:

This qualification provides an entry level National Certificate in Freight Handling for all persons currently involved in, or aspiring to enter, the freight handling industry with an integrated practical and theoretical grounding in Freight Handling, thereby ensuring a portable, nationally recognised qualification that will:

1. Enhance the quality of service to customers; and
2. Lead to transformation in economic growth and social development.

UNIT STANDARDS AT NQF LEVEL 2

1. Title : Executing General Office Administration

UNIT STANDARDS AT NQF LEVEL 3

1. Title : Conducting Communication and Interpersonal Relations
2. Title : Operating Computer Systems
3. Title : Applying Basic Business Principles
4. Title : Maintaining Occupational Health, Safety and General Housekeeping
5. Title : Taking Basic Care of Freight Handling Machinery
6. Title : Allocating of Freight for Packaging and Grouping
7. Title : Applying Basic Principles of Local and International Trade

- 8. Title : Receiving and Dispatching Freight, and Handling Freight Returns
- 9. Title : Controlling and Locating Stock
- 10. Title : Ensuring Customer Satisfaction and Competitive Practice
- 11. Title : Operating Lift Trucks
- 12. Title : Operating Cranes

UNIT STANDARDS AT NQF LEVEL 4

- 1. Title : Managing Self-development
- 2. Title : Scheduling Transport
- 3. Title : Controlling Hazardous/dangerous and Dangerous Goods
- 4. Title : Processing and Controlling Documentation
- 5. Title : Packing, Handling and Securing Freight
- 6. Title : Operating Freight Elevators and Conveyor Belt Systems
- 7. Title : Operating Dry-bulk Handling Equipment

UNIT STANDARDS AT NQF LEVEL 5

- 1. Title : Managing Employee Induction

UNIT STANDARDS FOR NATIONAL CERTIFICATE IN FREIGHT HANDLING

UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES - NQF LEVEL 2

- 1. Title : Executing General Office Administration

Specific outcome 1.1: Consider the method(s) for collating, recording, storage and retrieval of information and workplace records.

Specific outcome 1.2: Respond timeously and appropriately to the receipt of communications and the dissemination of information to internal and external customers (written, verbal, and/or electronic).

Specific outcome 1.3: Generate communications (e.g., document style) in accordance with prevailing organisational and industry requirements and norms.

Specific outcome 1.4: Select the correct medium to use in the generation, handling and

processing of documents and communication (e.g., e-mail, Internet, fax).

Specific outcome 1.5: Prioritise activities to facilitate an efficient flow of communication and documentation for the enhancement of the organisation's image.

Specific outcome 1.6: Conduct the reception and referral of visitors and/or clients in a courteous and hospitable manner.

UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES - NQF LEVEL 3

1. Title : Conducting Communication and Interpersonal Relations

Specific outcome 1.1: Select and use a communication medium (e.g., written, verbal, electronic) with industry, bearing in mind customer requirements (e.g., timeliness, confidentiality) and the recipient's ability to understand the communication, which would inter alia be dependant on cultural anomalies and target audience.

Specific outcome 1.2: Identify the specific requirements and styles used in initiating written and verbal interactions or responding to instructions, requests and queries received which are appropriate to the context, audience (e.g., manager) and available technology.

Specific outcome 1.3: Choose interpersonal behavioural choices appropriate to occupational situations.

Specific outcome 1.4: Regularly review the communication networks and the effective and accurate communication of information to the correct external and internal customers.

2. Title : Operating Computer Systems

Specific outcome 2.1: Successfully identify, initiate and perform the appropriate steps in order to access information and navigate within an appropriate/defined computer-based system (identified as being appropriate for the defined task), in order to complete a required task within an agreed timeframe.

Specific outcome 2.2: Identify and select the appropriate computer system process (inputs and actions) to reflect a required physical operation being recorded,

performed or produced (e.g., recording storage allocation of freight, printing a document, accessing information from a computerised inventory management system).

Specific outcome 2.3: Access data and integrate the data across compatible computer programs within a specific computer system (e.g., via Internet between Word and Excel).

Specific outcome 2.4: Take appropriate action to ensure the security and integrity of data (e.g., daily backups, password protection, anti-virus checks within workplace policies and guidelines) taking cognisance of organisational security procedures.

3. Title : Applying Basic Business Principles

Specific outcome 3.1: Utilise machinery, equipment, materials and time allocated to the individual cost effectively and productively.

Specific outcome 3.2: Identify and apply goals aligned to the work situation which reflect the organisational goals.

Specific outcome 3.3: Maintain and enhance organisational image and customer service (both internal and external).

Specific outcome 3.4: Identify and anticipate customers' requirements and meeting those requirements within budget constraints.

Specific outcome 3.5: Select and implement the most effective business solution to problems within his/her own operational environment and level of authority.

4. Title : Maintaining Occupational Health, Safety and General Housekeeping

Specific outcome 4.1: Use the correct protective clothing and equipment in relation to specific freight/commodities and environments.

Specific outcome 4.2: Implement and comply with the relevant procedures, material requirements and methodologies in maintaining prescribed safety, health and environmental standards in the workplace (e.g., ensure cleanliness, report faulty equipment).

Specific outcome 4.3: Implement selected mechanisms for the minimising of safety, health and environmental impacts and risks as specified in current legislation (e.g., Occupational Health and Safety Act, NOSA requirements and

organisational policies [e.g., removal of waste]).

5. Title : Taking basic care of Freight Handling Machinery

- Specific outcome 5.1: Identify the suitability of handling machinery and equipment utilised for particular product type in prevailing conditions.
- Specific outcome 5.2: Implement safe freight handling practices (and the necessary precautions) giving cognisance to prevailing conditions.
- Specific outcome 5.3: Use alternative communication systems in order to facilitate safe working practice (e.g., hand/bat signals, radio communications, etc.).
- Specific outcome 5.4: Conduct routine maintenance required (in terms of manufacturer specifications and relevant legislation) to ensure operational fitness.
- Specific outcome 5.5: Ensure that the equipment undergoes scheduled and ad-hoc maintenance.

6. Title : Allocating of Freight for Packaging and Grouping

- Specific outcome 6.1: Implement separation and packaging techniques and materials giving cognisance to freight type, category, inherent vice, storage conditions, mode of transport (if applicable), customer requirements and current legislation.
- Specific outcome 6.2: Select a clean, suitable and unrestricted working area for breaking bulk and conducting packaging and grouping activities.
- Specific outcome 6.3: Set aside damaged, destroyed or contaminated products and packaging materials and dealing with such products, including repairs, in accordance with company procedures.
- Specific outcome 6.4: Determine the procedures required for the timeous selection and/or allocating of products for packaging and/or distribution (e.g., picking sheets, computer scanners, stock sheets, and loading instructions).
- Specific outcome 6.5: Assess the picking or loading order, selection and grouping of products, giving cognisance to workplace and delivery schedules, customer requirements, company stock rotation policy and product characteristics (e.g., refrigerated perishable goods).
- Specific outcome 6.6: Ensure that security and safe working procedures required for specific product types (e.g., flammable products, temperature-controlled

products) are in place.

Specific outcome 6.7: Ensure the correct identification and placement of freight groupings prior to distribution, within a defined storage area.

7. Title : Applying Basic Principles of Local and International Trade

Specific outcome 7.1: Minimise the risk within the operating environment, taking cognisance of the principles of insurance and risk, and standard conditions of carriage.

Specific outcome 7.2: Minimise the adverse impacts on the business which arise from labour action.

Specific outcome 7.3: Initiate claims via appropriate procedures.

Specific outcome 7.4: Enhance customer relations and perceptions by proactive communication of trade-related information and actions being undertaken within the logistics chain, including inter alia the marketing departments.

8. Title : Receiving and Dispatching Freight, and Handling Freight Returns

Specific outcome 8.1: Identify non-conforming (damaged/soiled) freight on arrival and departure and deal with freight in accordance with company policy and procedures (e.g., customer instructions) and relevant legislation.

Specific outcome 8.2: Assess the quality of packaging and securing of freight, and take corrective actions to ensure the safe handling of freight.

Specific outcome 8.3: Determine the correct type and quantity of packages/units received, dispatched or internally moved in accordance with authorised documentation. (Discrepancies are dealt with in accordance with company policies and procedures and customer requirements.)

Specific outcome 8.4: Place and store freight, giving cognisance to product type (e.g., liquids, hazardous/dangerous, perishable), storage requirements, appropriate storage facility, dwell time and transport resource, in order that it can be easily located and well preserved.

Specific outcome 8.5: Move freight in accordance with pre-determined time constraints such as delivery schedules, shipping/dispatch programs and customer requirements, thereby ensuring timeous dispatch and receipt of freight.

Specific outcome 8.6: Implement a stocktaking system (e.g., automated, computerised,

microfiche, manual) to suit company policy.

Specific outcome 8.7: Ensure client confidentiality when receiving and dispatching freight in order to protect client interests.

9. Title : Controlling and Locating Stock

Specific outcome 9.1: Record the appropriate information about stock (including quality, quantity, discrepancies, location, destination, receipt and dispatches), using an appropriate recording system.

Specific outcome 9.2: Locate and pick stock with due regard to storage plans and despatch orders and shipping instructions.

Specific outcome 9.3: Replenish or add to stock levels, with due regard to client requirements and available resources (e.g., lifting equipment, supplier commitments, product differentiation).

Specific outcome 9.4: Determine the appropriate method of storage with regard to the type of product (weight, nature, value and inherent vice).

Specific outcome 9.5: Apply stock control measures (e.g., periodic stock audit results reports) and corrective action upon identification of stock discrepancies (in quantity type and quality).

10. Title : Ensuring Customer Satisfaction and Competitive Practice

Specific outcome 10.1: Identify the nature and extent of the service to be rendered to clients with due regard to time frame and the industry within which the service is rendered.

Specific outcome 10.2: Calculate product costing, based on the extent and nature of service (including special arrangements as per client requirements).

Specific outcome 10.3: Identify special service arrangements, with due regard for whether the service will include storage, special equipment, attachments, and on-site assembly and installation.

Specific outcome 10.4: Calculate costing of service and viability of delivering the service to achieve competitive practice, with due consideration of auxiliary services and special client requirements.

Specific outcome 10.5: Control damage and process claims.

Specific outcome 10.6: Communicate appropriately and effectively to enhance customer

satisfaction and consequently competitive practice.

Specific outcome 10.7: Establish and maintain interpersonal relationships that will enhance customer satisfaction and lead to competitive practice.

11. Title : Operating Lift Trucks

Specific outcome 11.1: Identify and classify freight, taking into account documentation, packaging and labelling associated with the specific freight.

Specific outcome 11.2: Handle, load and store freight in accordance with laid down standards, environmental requirements, and with due consideration to inter alia the commodities and their properties, storage area, and placement of load.

Specific outcome 11.3: Achieve maximum work performance of lifting equipment and attachments by applying knowledge of equipment dimensions, controls and capacities, manufacturing specifications and circumstances in the working environment.

Specific outcome 11.4: Operate equipment in accordance with laid down organisational and legislative standards and procedures as well as manufacturers' guidelines ("Operate" includes the actual pre-check and operational checks, operating, shutting down and parking of the lift truck.)

Specific outcome 11.5: Access available support systems and emergency services in case of incidents and accidents.

12. Title : Operating Cranes

Specific outcome 12.1: Identify the safety and suitability of crane prior to utilisation thereof, giving cognisance to freight characteristics, equipment manufacturers' requirements and environmental conditions.

Specific outcome 12.2: Apply the recognised methods for inspecting and recording the operational fitness of all components of the crane (e.g., structural components, hydraulic systems, cab, fastenings, outriggers, ropes/chains, etc.) with reference to safety procedures in the workplace.

Specific outcome 12.3: React to recognised hand signals (and other methods of communication) and direct the crane movements accordingly, whilst

considering and/or adjusting to circumstances in the interests of safety.

Specific outcome 12.4: Operate the crane in a safe and competent manner.

UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES - NQF LEVEL 4

1. Title : Managing Self-Development

Specific outcome 1.1: Identify the skills and knowledge required for the development of his/her career path, giving cognisance to personal objectives and present and future requirements of the individual's organisational role.

Specific outcome 1.2: Make and update his/her personal plans for developing skills to improve his/her performance where such plans contain challenging, realistic and measurable objectives.

Specific outcome 1.3: Prioritise goals and objectives, taking cognisance of organisational opportunities and constraints, policies, requirements and personal resources (e.g., internal or external).

Specific outcome 1.4: Select mechanisms for pursuing feedback of current levels of competence and personal growth (e.g., communicate with superiors), and plan the appropriate corrective action to accomplish his/her objectives.

Specific outcome 1.5: Source, select and utilise the requisite resources for the successful achievement of planned objectives, drawing on the experience and guidance of senior management.

Specific outcome 1.6: Identify ways to minimise digressions or obstacles for the successful achievement of self-development objectives, making contingency plans if required (e.g., delegate work responsibilities).

2. Title : Scheduling Transport

Specific outcome 2.1: Prepare delivery schedule for processing the delivery of freight, taking into account inter alia delivery location points, product characteristics, volumes and customer service requirements.

Specific outcome 2.2: Decide on the routing, taking into account safety, cost and geography.

Specific outcome 2.3: Select the type of vehicle/vessel, giving cognisance to packaging and

packing of freight, product type (e.g., refrigerated, abnormal, hazardous/dangerous bulk), size of load, routing and freight handling equipment (local infrastructure) available at loading and receiving ends of the logistics chain.

Specific outcome 2.4: Assess the safety and security of the load against inter alia climate conditions, theft and contamination.

Specific outcome 2.5: Load transport efficiently and effectively, to ensure that the maximum space available is utilised, whilst giving consideration to weight specifications (e.g., freight tonnage calculations).

Specific outcome 2.6: Decide on effective communication systems and methods which meet the identified needs of existing and potential customers.

Specific outcome 2.7: Allocate internal resources and appoint additional resources (third party contractor) for the movement of freight, taking into account predetermined budgetary constraints, organisational policy and legislative requirements.

3. Title : Controlling Hazardous/dangerous and Dangerous Goods

Specific outcome 3.1: Identify and classify hazardous/dangerous goods in accordance with documentation packaging and labelling.

Specific outcome 3.2: Handle and store hazardous/dangerous goods in accordance with laid down safety standards, pollution and environmental requirements.

Specific outcome 3.3: Implement statutory requirements (e.g., waste disposal) and their application in different work environments.

Specific outcome 3.4: Take the appropriate actions in the event of accidents or incidents in the handling of hazardous/dangerous goods.

4. Title : Processing and Controlling Documentation

Specific outcome 4.1: Identify the most efficient method for distributing documentation to the relevant department/person/company and planning such distribution in accordance with company procedures.

Specific outcome 4.2: Plan and prepare the documentation that is required in specific work contexts.

Specific outcome 4.3: Identify suitable control and verification systems for all documentation.

- Specific outcome 4.4: Identify the most appropriate administrative procedure (the storage, handling and retrieval) required for documentation control.
- Specific outcome 4.5: Complete relevant documentation timeously and accurately in a manner which complies with applicable legislation (e.g., Customs Act, Environmental legislation) and customer requirements.
- Specific outcome 4.6: Adhere to time and priority specifications in the flow of documents.
- Specific outcome 4.7: Identify, access, select, interpret and record information obtained from a range of sources, required for the completion of documentation (e.g., Codes of Practice, Manifests, Legislation, Manufacturers' Specifications).

5. Title : Packing, Handling and Securing Freight

- Specific outcome 5.1: Handle, stockpile and pack freight using the most effective and safe method, product type, category, inherent vice, customer requirements, environment, current legislation and quality assurance.
- Specific outcome 5.2: Use the most effective marking/labelling techniques, giving cognisance to the product type, packaging and mode of storage and transport to facilitate location of freight in the workplace.
- Specific outcome 5.3: Place and secure freight in the most suitable manner of placing and securing freight for transportation in conformance with current transport legislation (e.g., Occupational Health and Safety Act), industry norms, and applicable regulations (e.g., Dangerous Goods and Airfreight regulations).
- Specific outcome 5.4: Identify freight/bulk and source relevant information to facilitate safe handling, packing/stockpiling and securing of freight.

6. Title : Operating Freight Elevators and Conveyor Belt Systems

- Specific outcome 6.1: Maintain the productive flow of an Elevator-Conveyor system, according to the particular product type and storage and reception conditions.
- Specific outcome 6.2: Handle freight safely by adhering to safe handling techniques and precautions, giving cognisance to prevailing conditions and environmental controls/regulations (e.g., Pollution Control regulations).

- Specific outcome 6.3: Use suitable communication systems to facilitate safe working practices and to retain a co-operative and productive contact with co-workers.
- Specific outcome 6.4: Recognise potential faults during operation and take corresponding action that may be required in terms of company policy.

7. Title : Operating Dry-Bulk Handling Equipment

- Specific outcome 7.1: Handle, stack and reclaim freight with due regard to freight characteristics (e.g., moisture content limitations) and environmental regulations.
- Specific outcome 7.2: Operate, park and secure equipment and attachments in accordance with laid-down procedures and manufacturer regulations.
- Specific outcome 7.3: Identify appropriate solutions and timeously carry out proactive steps in response to routine situations which benefit the organisation.
- Specific outcome 7.4: Identify potential problems and faults (e.g., mechanical/electrical) and react appropriately in accordance with laid-down procedures.
- Specific outcome 7.5: Consistently meet or exceed the minimum safety, health and environmental requirements applicable.
- Specific outcome 7.6: Obtain, accurately interpret and utilise data needed to support the maintenance of optimal productivity.

UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES - NQF LEVEL 5

1. Title : Managing Employee Induction

- Specific outcome 1.1: Utilise the most appropriate people-skills in dealing with new employees throughout the induction process which aligns them with the culture of the company.
- Specific outcome 1.2: Efficiently complete workplace induction documentation.
- Specific outcome 1.3: Utilise the most appropriate media during the induction process to ensure quick integration of new employees into the workplace.
- Specific outcome 1.4: Communicate the organisational objectives, structures, workplace layout and activities, industrial agreements and legislative requirements in a manner so as to ensure that he/she comprehends his/her responsibilities in terms thereof.

- Specific outcome 1.5: Contribute to the identification of personnel requirements which meet organisational needs and legal requirements.
- Specific outcome 1.6: Assess knowledge gleaned by new employees after the induction process, and take additional steps to enhance knowledge, if required.
- Specific outcome 1.7: Conduct and co-ordinate the complete induction process, including selection of appropriate personnel to mentor the new employee in the applicable workplace context.

NATIONAL DIPLOMA IN FREIGHT HANDLING LOGISTICS (NQF LEVEL 5)

Field : Services

Sub-field : Transport and Logistics Operations

NQF Level : 5

Credits : 240

Purpose of the qualification:

This qualification will develop Freight Logistics management competencies and quality freight handling practices, to enhance service excellence and promote economic growth and social development within the Freight Industry of South Africa.

UNIT STANDARDS AT NQF LEVEL 4

1. Title : Ensuring Compliance with Statutory Health and Safety Requirements within Freight Storage Transit Areas
2. Title : Giving Effect to International Trade Principles
3. Title : Managing and Implementing Quality Assurance Systems

UNIT STANDARDS AT NQF LEVEL 5

1. Title : Applying Advanced Business Principles
2. Title : Managing Freight Care
3. Title : Administering Freight Logistics
4. Title : Planning Housekeeping
5. Title : Planning Freight Logistics
6. Title : Managing Freight Location
7. Title : Managing Hazardous/dangerous Goods Logistics

UNIT STANDARDS AT NQF LEVEL 6

1. Title : Managing Computer-based Systems
2. Title : Communicating at an Advanced Level and Maintaining Interpersonal Relations
3. Title : Planning and Selecting Resources

UNIT STANDARDS FOR NATIONAL DIPLOMA IN FREIGHT HANDLING LOGISTICS**UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES - NQF LEVEL 4****1. Title : Ensuring Compliance with Statutory Health and Safety Requirements within Freight Storage Transit Areas**

- Specific outcome 1.1: Implement and control specific operations in Freight Handling, whilst remaining within statutory health and safety requirements (Occupational Health and Safety Act), both national and international, with due regard to productive handling, space utilisation and specific freight requirements (e.g., refrigerated vs. hazardous/dangerous goods).
- Specific outcome 1.2: Implement appropriate mechanisms to minimise health risks in the work environment as specified in current legislation (e.g., Occupational Health and Safety Act).
- Specific outcome 1.3: Measure and calculate space requirements for the storage of unitised or bulk freight in compliance with safe working practices (i.e., stacking height, incompatibility, and floor and deck weight distribution/area allowances).
- Specific outcome 1.4: Implement corrective measures with regard to accidents/incidents and potential hazards within specific work environments and controls of such measures by setting permanent guidelines (e.g., contributing towards company safety rules with regard to clean floor storage space, lighting and ventilation, demarcation, safety signs and symbols).
- Specific outcome 1.5: Provide adequate training and development of staff within current statutory health, safety and company policies (i.e., AIDS, fire, hazardous/dangerous goods, first aid, lighting and ventilation) including the training and use of health and safety representatives.

2. Title : Giving Effect to International Trade Principles

- Specific outcome 2.1: Interpret documents, including customs and excise documents, transport documents, phyto-sanitary, health and environmental certificates for the purposes of correct handling of freight in terms there-

of.

Specific outcome 2.2: Communicate with other functional areas, transport providers, agents, other service providers and clients.

Specific outcome 2.3: Handle freight, freight selection and the utilisation of specific road carriers (where applicable) in accordance with customer, port/airport/inland terminal requirements and freight type.

Specific outcome 2.4: Take corrective action with respect to incorrect/missing documentation, incorrect handling procedures and unacceptable quality of procedures/condition of freight.

Specific outcome 2.5: Determine trade routes and appropriate mode of transport for movement of freight in an international arena.

3. Title : Managing and implementing quality assurance systems

Specific outcome 3.1: Select the most appropriate quality assurance methodology, giving cognisance to industry, national and international standards.

Specific outcome 3.2: Design and develop policies and procedures which constitute the quality management/assurance system.

Specific outcome 3.3: Implement appropriate steps to ensure participation in and support of the system through effective communication and training.

Specific outcome 3.4: Evaluate and monitor the system and make amendments to ensure continual improvement.

UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES - NQF LEVEL 5

1. Title : Applying Advanced Business Principles

Specific outcome 1.1: Develop a budget using reported and forecast information, taking cognisance of company goals and strategy.

Specific outcome 1.2: Develop strategic plans which take cognisance of the impact of changes to labour practices and legislation, technology, local and international customer requirements and market trends.

Specific outcome 1.3: Translate strategy into effective operational programmes to enhance productivity and competitive advantage.

Specific outcome 1.4: Improve the organisational design and structure to enhance productivity

and quality of service in a competitive business environment.

- Specific outcome 1.5: Plan and control business systems and procedures to facilitate routine activities and the provision of risk management systems.
- Specific outcome 1.6: Decide on investment and capital expenditure based on the results of financial analyses of Net Present Value (NPV) and Internal Rate of Return (IRR).
- Specific outcome 1.7: Use information and choose forecasting methods to develop appropriate forecasts.

2. Title : Managing Freight Care

- Specific outcome 2.1: Design and control internal processes used in the movement and care of freight.
- Specific outcome 2.2: Facilitate joint co-ordination of stakeholder activities within the logistics chain in order to maximise the economic and efficient (e.g., timeous) care of freight.
- Specific outcome 2.3: Ensure that those involved in the care of freight are appropriately trained in accordance with codes and statutory requirements within specific disciplines (e.g., distribution, shipping, air, road, rail, etc.) and are able to competently apply them.
- Specific outcome 2.4: Control the consolidation, separation, labelling/marketing and securing of freight in compliance with industry standards, national and international legislation and codes (e.g., ISO 9002, ISO 14000) applicable to the selected discipline (e.g., distribution, shipping, air, rail, road, etc.).
- Specific outcome 2.5: Implement measures to ensure quality of freight in conformance with customer requirements (e.g., temperature control, cleanliness).
- Specific outcome 2.6: Implement measures to ensure the implementation of loss control policy and security of freight in conformance with insurance specifications and risk management standards.

3. Title : Administering Freight Logistics

- Specific outcome 3.1: Implement the principles of costing to inventory levels, distribution methods and handling techniques in a competitive environment for the creation of cost effective customer service.

Specific outcome 3.2: Plan and co-ordinate office administration systems and procedures and implement statutory and quality requirements such as the Occupational Health and Safety Act, NOSA and ISO requirements.

4. Title : Planning Housekeeping

Specific outcome 4.1: Allocate suitable storage space according to product type, quantity, operational and customer requirements (e.g., keep escape routes open, isolate hazardous/dangerous/incompatible freight).

Specific outcome 4.2: Schedule the use of resources, including space, in order to meet operational requirements and time constraints.

Specific outcome 4.3: Monitor and control orderliness and cleanliness in the work place in accordance with statutory requirements (e.g., Occupational Health and Safety Act, NOSA Air Pollution Control Act).

Specific outcome 4.4: Monitor the training and development of staff in health, safety and housekeeping practices, in a manner conducive to enhanced productivity and the maintenance of clean and safe operational areas and external environment.

Specific outcome 4.5: Measure the effectiveness of improvements implemented as a result of the critical analysis of existing housekeeping practices, systems and procedures.

Specific outcome 4.6: Select appropriate mechanisms and corrective action for the management of health risks, optimal housekeeping, and safe working practices.

5. Title : Planning Freight Logistics

Specific outcome 5.1: Plan optimal transit systems, resources and routes in relation to freight product type, time constraints and profitability.

Specific outcome 5.2: Apply legislation/regulations and customer requirements appropriate to freight logistics planning.

Specific outcome 5.3: Monitor, schedule and track logistics processes and take corrective action as required to facilitate the logistics plan.

Specific outcome 5.4: Communicate effectively and mediate between internal and external role players within logistics processes (e.g., sales, operations,

marketing, other organisations).

Specific outcome 5.5: Minimise/maximise the impact of future developments on existing systems, processes and procedures and plan improvements to enhance logistics.

Specific outcome 5.6: Plan logistics systems (after review of external and internal operating environments) taking into consideration finance and customer (e.g., warehousing) constraints.

6. Title : Managing Freight Location

Specific outcome 6.1: Select and implement new/revised systems, giving cognisance to organisational strategies (e.g., loss control, inventory, dispatch, and receiving and inventory identification systems).

Specific outcome 6.2: Determine the training requirements for personnel involved in stock handling and storage within the context of specific freight management systems, analyse performance appraisals of personnel involved in freight handling, and implement motivational factors for enhanced performance of personnel.

Specific outcome 6.3: Categorise freight in terms of demand frequency, pick destination, and special storage conditions (e.g., hazardous/dangerous, perishables).

Specific outcome 6.4: Make decisions about the physical location and storage of stock, taking into account lead times, customer requirements, freight characteristics, delivery schedules and supplier/manufacturer specifications and future organisational developments.

Specific outcome 6.5: Communicate plans, problems, solutions and strategies to customers to enhance organisational productivity and service levels.

Specific outcome 6.6: Implement health and safety requirements in terms of local legislation and regulations.

7. Title : Managing Hazardous/dangerous Goods Logistics

Specific outcome 7.1: Design and/or monitor company policies and procedures relevant to managing Hazardous/dangerous Goods Logistics, taking cognisance of appropriate legislation.

Specific outcome 7.2: Make constructive decisions about the training and development of

personnel in line with legislative requirements with due regard to officially recognised sources of assistance (e.g., forming partnerships with providers of training and with the Human Resource Development section of the organisation) in order to improve skills levels underpinned by a safety-awareness culture in the business unit.

Specific outcome 7.3: Develop, as part of a project team, a logistics plan with due regard to current legislation, product classification, customer requirements, and environmental and economic constraints/controls.

Specific outcome 7.4: Manage resources (e.g., personnel, protective clothing and equipment, etc.) to create and maintain a safe environment for hazardous/dangerous freight logistics operations, including organising appropriate mechanisms for minimising health and safety risks during the handling and transport of hazardous/dangerous freight (e.g., emergency services, 'spill plan', etc.).

Specific outcome 7.5: Manage his/her communication within the logistics chain to ensure safe movement and to improve the tracking of freight.

Specific outcome 7.6: Formulate and control the implementation of emergency plans and procedures (e.g., fire/spill drills, evacuation procedures and pollution controls).

UNIT STANDARDS TITLES AND SPECIFIC OUTCOMES - NQF LEVEL 6

1. Title : Managing Computer-based Systems

Specific outcome 1.1: Implement procedures pertaining to the operation of organisational computerised information management and communication systems, including procedures required for the management and security of data.

Specific outcome 1.2: Assess the selection of data-input and output hardware/equipment (e.g., scanners) and appropriate software for the warehouse/freight storage environment.

Specific outcome 1.3: Identify employee training and development needs, and arrange a training schedule for new/revised computer systems, taking into account required knowledge of (computer-orientated) terminologies and learner language difficulties.

Specific outcome 1.4: Determine what modifications/adjustments should be made to

overcome problems with existing computer-based systems, and communicate these via written and oral persuasion to the parties responsible for making the adjustments.

Specific outcome 1.5: Provide input for the development, and assist in the implementation, of new computer-based systems (e.g. SAP/R/3, in-house system, use of scanners) based on the organisation's current and future anticipated needs.

Specific outcome 1.6: Monitor and evaluate the outcomes of new/revised operational procedures and/or computer systems application against pre-agreed criteria and operational requirements.

Specific outcome 1.7: Manage the competent application and utilisation of all workplace computer-based systems, giving cognisance to, inter alia, general safety precautions and procedures (e.g., backup procedures).

2. Title : Communicating at an Advanced Level and Maintaining Interpersonal Relations

Specific outcome 2.1: Effectively chair meetings (formal and informal).

Specific outcome 2.2: Effectively participate in workplace meetings and implement agreed follow-up actions.

Specific outcome 2.3: Identify and manage potential conflict situations (between individuals and/or at organisational level) and implement appropriate dispute/conflict resolution strategies which allow constructive resolutions to be achieved.

Specific outcome 2.4: Develop and present accurate and concise proposals and reports which are realistic, clear and focused to influence the target audience (e.g., verbal presentation to superiors).

Specific outcome 2.5: Facilitate unambiguous communication of individual/team work requirements/objectives and responsibilities achieved through agreement/consensus within the team.

Specific outcome 2.6: Communicate organisational strategies and value systems which will impact on work behaviour and performance required with colleagues and team members potentially stemming from different backgrounds (e.g., gender and race).

Specific outcome 2.7: Motivate and develop improved team/individual performance by reviewing and constructively communicating a team's/individual's

performance and behaviours against agreed objectives.

Specific outcome 2.8: Manage customer negotiations, giving cognisance to organisational policies.

3. Title : Planning and selecting resources

Specific outcome 3.1: Plan freight placement (e.g., stacking techniques) to ensure optimal (effective and efficient) internal movements of freight, taking into account picking activity, storage and handling methods, company stockholding policy, and safety requirements.

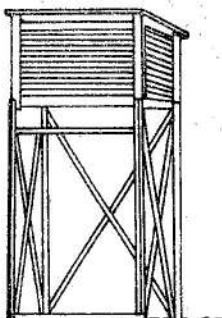
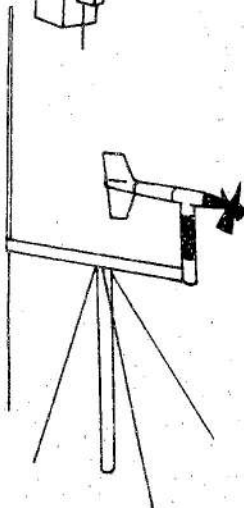
Specific outcome 3.2: Implement measurement systems to monitor resource utilisation and maintenance in order to achieve productivity targets

Specific outcome 3.3: Plan and allocate human resources, giving cognisance to freight type, handling/storage methods and processes, organisational employment/recruitment and training policies and procedures.

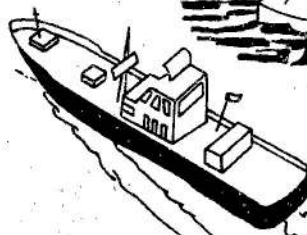
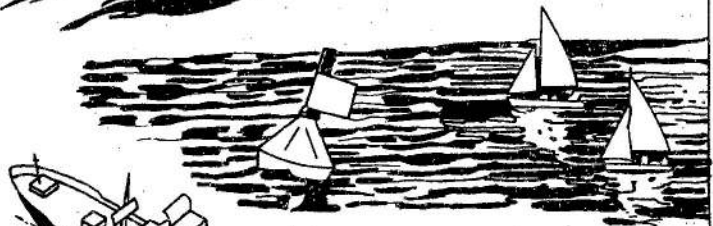
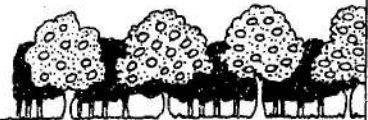
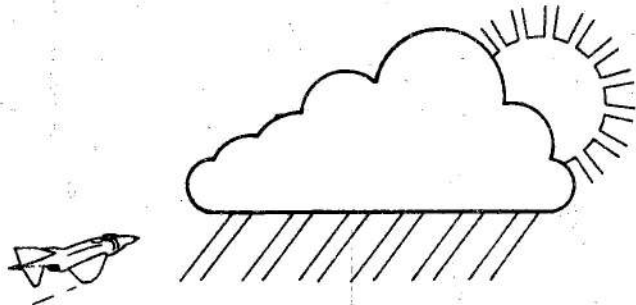
Specific outcome 3.4: Plan/budget for the selection and productive utilisation of resources, taking cognisance of corporate objectives.

Specific outcome 3.5: Identify appropriate transport and handling requirements to facilitate stock receipt, movement and dispatch.

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