



**REPUBLIC OF KENYA**

**NATIONAL OCCUPATIONAL STANDARDS**

**FOR**

**AIRPORT OPERATIONS MANAGER**

**KNQF LEVEL 6**

**ISCED PROGRAMME CODE: 1015 554 A**



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## PERFORM WAREHOUSING OPERATIONS

TVET CDACC UNIT CODE: LOG/OS/AO/CR/02/6/MA

### UNIT DESCRIPTION

This unit describes competencies required to perform warehouse operations. It involves designing warehouse layout, maintaining warehouse goods layout, maintaining stored goods records, maintaining stored goods quality, securing stored goods and managing warehouse plant and equipment.

### ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA <i>(Bold and italicized terms are elaborated in the Range)</i>
1 Design warehouse layout	1.1 Warehouse is designed based on nature of goods 1.2 Warehouse is laid out based on nature of goods
2 Maintain warehoused goods layout	2.1 <b>Goods are classified</b> based on their storage requirements. 2.2 Storage space, materials and handling equipment are identified as per SOPs. 2.3 Goods are arranged in the warehouse based on their classification 2.4 Warehouse cleanliness and tidiness is maintained in accordance with workplace policy.
3 Maintain stored goods records	3.1 Registers are prepared as per standard operating procedures. 3.2 Warehouse goods are recorded as per standard operating procedures. 3.3 <b>Delivery documents</b> are filed as per standard operating procedures. 3.4 Stock taking is carried out as per SOPs.
4 Maintain stored goods quality	4.1 <b>Storage pests</b> are controlled as per work place requirements. 4.2 Goods are stored based on their <b>storage requirements</b> 4.3 Warehouse goods are issued based on stock control principles. 4.4 Warehouse goods are secured as per workplace policy. 4.5 Warehouse is maintained as per <b>legal requirements</b> .
5 Secure stored goods	5.1 <b>High value goods</b> are stored as per standard operating procedures. 5.2 Warehouses are built based on strong walls and reinforced roofs as per standard operating procedures. 5.3 Warehouses are secured as per workplace policy and standards

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	<p>operation procedures.</p> <p>5.4 Surveillance's facilities are as per the work place policies.</p> <p>5.5 Warehouse security guards are vetted as per the work place procedures.</p> <p>5.6 <b><i>Security surveillance systems</i></b> are installed and monitored as per workplace policy.</p> <p>5.7 Risk is assessed and <b><i>mitigation measures</i></b> put in place as per workplace policy.</p>
6 Manage warehouse plant and equipment	<p>6.1 Plant and equipment are identified based on warehouse layout and goods specifications.</p> <p>6.2 Warehouse plant and equipment are procured as per SOPs</p> <p>6.3 Warehouse plant and equipment maintenance schedule is prepared as per SOPs.</p> <p>6.4 Warehouse plant and equipment are maintained as per work place procedure.</p> <p>6.5 Maintenance reports are prepared as per SOPs</p>

### RANGE

Variable	Range
1. Goods are classified May include but is not limited to	<ul style="list-style-type: none"> <li>• Value</li> <li>• Perishability</li> <li>• Activity based classification</li> <li>• Flammability</li> <li>• Strength</li> </ul>
2. Delivery documents May include but is not limited to	<ul style="list-style-type: none"> <li>• Copy of contract agreement</li> <li>• Copy of LPO</li> <li>• Copy of invoice</li> <li>• Copy of delivery note</li> <li>• Copy of inspection report</li> <li>• Copy of payment voucher</li> </ul>
3. Storage pests May include but is not limited to	<ul style="list-style-type: none"> <li>• Rodents</li> <li>• Insects</li> </ul>
4. Storage requirements May	<ul style="list-style-type: none"> <li>• Cold dry place</li> <li>• Dry place</li> </ul>

include but is not limited to	<ul style="list-style-type: none"> <li>• Humid conditions</li> <li>• Moist conditions</li> <li>• Ventilated</li> <li>• Dark</li> <li>• Manufacturers' instructions</li> <li>• Strong room</li> </ul>
5. Legal requirements May include but is not limited to	<ul style="list-style-type: none"> <li>• OSHA</li> <li>• Factories act</li> <li>• Employment act</li> <li>• EMCA 1999</li> <li>• Public health cap 242</li> </ul>
6. Security surveillance systems May include but is not limited to	<ul style="list-style-type: none"> <li>• CCTV</li> <li>• Alarms</li> <li>• Clock in cards</li> <li>• Security guards</li> </ul>
7. High value goods May include but is not limited to	<ul style="list-style-type: none"> <li>• Gold</li> <li>• Diamonds</li> <li>• High technology products</li> <li>• Bank notes</li> <li>• Jewelry</li> </ul>
8. Mitigation measures May include but is not limited to	<ul style="list-style-type: none"> <li>• Insurance</li> <li>• Bond</li> </ul>

### **REQUIRED KNOWLEDGE**

- Storage conditions for various goods
- Stores handling methods
- Risk assessment and management
- Control of warehouse pests
- Stores records management
- Security surveillance systems
- Stock taking
- Stock verification
- Stock utilization
- Stock control

- Stacking methods
- Storage methods

## SKILLS

- Organizing skills
- Analytical skills
- Negotiation skills
- Interpersonal skills
- Communication skills
- Evaluation skills
- Record keeping skills
- Critical thinking
- Problem solving
- Decision making
- Risk assessment and management

## EVIDENCE GUIDE

This provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge and range.

1. Critical Aspects of Competency	<p>Assessment requires evidence that the candidate:</p> <ul style="list-style-type: none"> <li>1.1 Designed/laid out warehouse/store appropriately</li> <li>1.2 Demonstrated knowledge of warehouse design and layout</li> <li>1.3 Demonstrate ability to manage warehouse plants and equipment</li> <li>1.4 Demonstrated ability to control pests</li> <li>1.5 Demonstrated ability to control stock.</li> <li>1.6 Demonstrate ability to maintain records.</li> <li>1.7 Secured stored goods</li> </ul>
2. Resource Implications	<p>The following resources should be provided:</p> <ul style="list-style-type: none"> <li>2.1 Access to relevant workplace where assessment can take place</li> <li>2.2 Appropriately simulated environment where assessment can take place</li> <li>2.3 Resources relevant to proposed activity or task</li> </ul>
3. Methods of Assessment	<p>Competency may be assessed through:</p> <ul style="list-style-type: none"> <li>3.1 Written text</li> </ul>

	<p>3.2 Interview</p> <p>3.3 Observation</p>
<p>4. Context of Assessment</p>	<p>4.1 Competency may be assessed on the job,</p> <p>4.2 Off the job or a combination of these.</p> <p>4.3 Off the job assessment must be undertaken in a closely simulated workplace environment.</p>
<p>5. Guidance information for assessment</p>	<p>Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.</p>