



COMPETENCY STANDARD FOR SUPPLY CHAIN MANAGEMENT

Level: 4

(Logistics Sector)

Competency Standard Code: CS-LS-SCM-L4-EN-V1



**National Skills Development Authority
Chief Adviser's Office
Government of the People's Republic of Bangladesh**

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This Competency Standard for Supply Chain Management is a document for the development of curricula, teaching and learning materials, and assessment tools. It also serves as the document for providing training consistent with the requirements of industry in order to meet the qualification of individuals who graduated through the established standard via competency-based assessment for a relevant job.

This document has been developed by NSDA in association with Logistics Sector, industry representatives, academia, related specialist, trainer and related employee.

Public and private institutions may use the information contained in this standard for activities benefitting Bangladesh.

Introduction

The NSDA aims to enhance an individual's employability by certifying completeness with skills. NSDA works to expand the skilling capacity of identified public and private training providers qualitatively and quantitatively. It also aims to establish and operationalize a responsive skills ecosystem and delivery mechanism through a combination of well-defined set of mechanisms and necessary technical supports.

Key priority economic growth sectors identified by the government have been targeted by NSDA to improve current job skills along with existing workforce to ensure required skills to industry standards. Training providers are encouraged and supported to work with industry to address identified skills and knowledge to enable industry growth and increased employment through the provision of market responsive inclusive skills training program. "**Supply Chain Management**" is selected as one of the priority occupations of Informal Sector. This standard is developed to adopt a demand driven approach to training with effective inputs from Industry Skills Councils (ISC's), employer associations and employers.

Generally, a competency standard informs curriculum, learning materials, assessment and certification of trainees enrolled in Skills Training. Trainees who successfully pass the assessment will receive a qualification under Bangladesh National Qualification Framework and will be listed on the NSDA's online portal.

This competency standard is developed to improve skills and knowledge in accordance with the job roles, duties and tasks of the occupation and ensure that the required skills and knowledge are aligned to industry requirements. A series of stakeholder consultations, workshops were held to develop this document.

The document also details the format, sequencing, wording and layout of the Competency Standard for an occupation which is comprised of Units of Competence and its corresponding Elements.

Overview

A competency standard is a written specification of the knowledge, skills and attitudes required for the performance of an occupation, trade or job corresponding to the industry standard of performance required in the workplace.

The purpose of a competency standards is to:

- provide a consistent and reliable set of components for training, recognising and assessing people's skills, and may also have optional support materials
- enable industry recognised qualifications to be awarded through direct assessment of workplace competencies
- encourage the development and delivery of flexible training which suits individual and industry requirements
- encourage learning and assessment in a work-related environment which leads to verifiable workplace outcomes

Competency standards are developed by a working group comprised of representative from NSDA, Key Institutions, ISC, and industry experts to identify the competencies required of an occupation in Informal Sector.

Competency standards describe the skills, knowledge and attitude needed to perform effectively in the workplace. CS acknowledge that people can achieve technical and vocational competency in many ways by emphasizing what the learner can do, not how or where they learned to do it.

With competency standards, training and assessment may be conducted at the workplace or at training institute or any combination of these.

Competency standards consist of a number of units of competency. A unit of competency describes a distinct work activity that would normally be undertaken by one person in accordance with industry standards.

Units of competency are documented in a standard format that comprises of:

- unit title
- nominal duration
- unit code
- unit descriptor
- elements and performance criteria
- variables and range statement
- curricular content guide
- assessment evidence guide

Together, all the parts of a unit of competency:

- describe a work activity
- guide the assessor to determine whether the candidate is competent or not yet competent

The ensuing sections of this document comprise of a description of the relevant occupation, trade or job with all the key components of a unit of competency, including:

- a chart with an overview of all Units of Competency for the relevant occupation, trade or job including the Unit Codes and the Unit of Competency titles and corresponding Elements
- the Competency Standard that includes the Unit of Competency, Unit Descriptor, Elements and Performance Criteria, Range of Variables, Curricular Content Guide and Assessment Evidence Guide.

Competency Standards for National Skill Certificate, Level-4 in Supply Chain Management in Logistics Sector

Level Descriptors of BNQF 1-6

Level & Job classification	Knowledge Domain	Skills Domain	Responsibility Domain
6-Mid-Level Manager/ Sub Assistant Engineer	Comprehensive actual and theoretical knowledge within a specific work or study area with an awareness of the validity and limits of that knowledge, able to analyse, compare, relate and evaluate.	Specialised and wider range of cognitive and practical skills required to provide leadership in the development of creative solutions to defined problems. Communicate professional issues and solutions to the team and to external partners/users.	Work under broad guidance and self-motivation to execute strategic and operational plan/s. Lead lower-level management. Diagnose and resolve problems within and among work groups.
5-Supervisor	Broad knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to scrutinize and break information into parts by identifying motives or causes.	Broad range of cognitive and practical skills required to generate solutions to specific problems in one or more work or study areas. Communicate practice-related problems and possible solutions to external partners.	Work under guidance of management and self-direction to resolve specific issues. Lead and take responsibility for the work and actions of group/team members. Bridge between management.
4-Highly Skilled Worker	Broader knowledge of the underlying, concepts, principles, and processes in a specific work or study area, able to solve problems to new situations by comparing and applying acquired knowledge.	A range of cognitive and practical skills required to accomplish tasks and solve problems by selecting and applying the full range of methods, tools, materials and information. Communicate using technical terminology and IT technology with partners and users as per workplace requirements.	Work under minimal supervision in specific contexts in response to workplace requirements. Resolve technical issues in response to workplace requirements and lead/guide a team/ group.
3-Skilled Worker	Moderately broad knowledge in a specific work or study area, able to perceive ideas and abstract from drawing and design according to workplace requirements.	Basic cognitive and practical skills required to use relevant information in order to carry out tasks and to solve routine problems using simple rules and tools. Communicate with his team and limited external partners upholding the values, nature and culture of the workplace	Work or study under supervision with considerable autonomy. Participate in teams and responsible for group coordination.
2-Semi Skilled Worker	Basic understanding of underpinning knowledge in a specific work or study area, able to interpret and apply common occupational terms and instructions.	Skills required to carry out simple tasks, communicate with his team in the workplace presenting and discussing results of his work with required clarity.	Work or study under supervision in a structured context with limited scope of manipulation
1 –Basic Skilled Worker	Elementary understanding of ability to interpret the underpinning knowledge in a specific study area, able to interpret common occupational terms and instructions.	Specific Basic skills required to carry out simple tasks. Interpret occupational terms and present the results of own work within guided work environment/ under supervision.	Work under direct supervision in a structured context with limited range of responsibilities.

List of Abbreviations

CS	Competency Standard
ISC	Industry Skills Council
NSDA	National Skills Development Authority
OSH	Occupational Safety and Health
PPE	Personal Protective Equipment
SCVC	Standards and Curriculum Validation Committee
STP	Skills Training Provider
SOP	Standard Operating Procedure
UoC	Unit of Competency

Approved by
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**Competency Standards for National Skill Certificate, Level-4 in
Supply Chain Management in Logistics Sector**

Course Structure

SL No	Unit code and Title	UOC Level	Nominal (hours)	
Generic Units of Competencies				
1.	GU-02-L1-V1	Apply Occupational Safety and Health (OSH) Procedure in the Workplace	2	15
2.	GU-04-L1-V1	Work in a Team Environment	2	20
3.	GU-01-L3-V1	Apply Basic IT Skills	2	20
Sub Total				55
Sector Specific Units of Competencies				
4.	SU-LS-01-L1-V1	Work in the Logistics Sector	2	20
Sub Total				20
Occupation Specific Units of Competencies				
5.	OU-LS-SCM-01-L4-V1	Interpret Supply Chain Management	4	20
6.	OU-LS-SCM-02-L4-V1	Perform Supply Chain Planning	4	30
7.	OU-LS-SCM-03-L4-V1	Perform Procurement and Commercial Management	4	90
8.	OU-LS-SCM-04-L4-V1	Perform Inventory Control and Warehouse Management	4	45
9.	OU-LS-SCM-05-L4-V1	Carryout Manufacturing Operations	4	25
10.	OU-LS-SCM-06-L4-V1	Manage Logistics and Distribution	4	45
11.	OU-LS-SCM-07-L4-V1	Interpret Technology Integration in supply chain	4	30
Sub Total				285
Total Duration				360

Units & Elements at Glance

Generic Competencies

Code	Unit of competency	Elements of competency	Duration (hours)
GU-02-L1-V1	Apply Occupational Safety and Health (OSH) procedure In the Workplace	<ol style="list-style-type: none"> 1. Identify OSH policies and procedures 2. Follow OSH procedure 3. Report hazards and risks 4. Respond to emergencies 5. Maintain personal well-being 	15
GU-04-L1-V1	Work in a Team Environment	<ol style="list-style-type: none"> 1. Define team role and scope 2. Identify individual role and responsibility 3. Participate in team discussions 4. Work as a team member 	20
GU-01-L3-V1	Apply Basic IT Skills	<ol style="list-style-type: none"> 1 Identify and use most commonly used IT tools 2 Operate Computer 3 Work with word processing Software 4 Use spread sheet packages to create /prepare worksheets 5 Use presentation packages to create / prepare presentation 6 Print the documents 7 Use the Internet and Access E-Mail 	20
Total hours			55

Sector specific competencies

Code	Unit of competency	Elements of competency	Duration (hours)
SU-LS-01-L1-V1	Work in the Logistics Sector	1. Describe the organizational structure within the sector 2. Identify processes and procedures 3. Identify workplace requirements 4. Organize own workload	20
Total hours			20

Occupation specific competencies

Code	Unit of competency	Elements of competency	Duration (hours)
OU-LS-SCM-01-L4-V1	Interpret Supply Chain Management	<ol style="list-style-type: none"> 1. Define Supply Chain Management 2. Recognize supply chain framework and Operations 	15
OU-LS-SCM-02-L4-V1	Perform Supply Chain Planning	<ol style="list-style-type: none"> 1. Carryout Demand Forecasting and Supply Planning 2. Control Production Planning 3. Prepare Inventory Planning 4. Perform Risk Management and Contingency Planning 	30
OU-LS-SCM-03-L4-V1	Perform Procurement and Commercial Management	<ol style="list-style-type: none"> 1. Manage Sourcing and Procurement 2. Perform Contract management and Negotiation 3. Perform Supplier Management 4. Carryout Import-Export Operation 5. Perform Customs Clearance 	130
OU-LS-SCM-04-L4-V1	Perform Inventory Control and Warehouse Management	<ol style="list-style-type: none"> 1. Interpret Inventory Control and Management 2. Perform Warehouse Management 3. Perform Materials Requirement Planning 	30
OU-LS-SCM-05-L4-V1	Carryout Manufacturing Operations	<ol style="list-style-type: none"> 1. Control Manufacturing 2. Ensure Finished Goods Quality 	20
OU-LS-SCM-06-L4-V1	Manage Logistics and Distribution	<ol style="list-style-type: none"> 1. Perform Inbound Logistics 2. Perform Outbound Logistics 3. Accomplish Distribution Management 	30
OU-LS-SCM-07-L4-V1	Interpret Technology Integration in supply chain	<ol style="list-style-type: none"> 1. Recognize and practice Enterprise Resource Planning (ERP) 2. Identify and use Appropriate Technologies 	30
Total Hours			285

Generic Units of Competencies

Unit Code and Title	GU-02-L1-V1: Apply Occupational Safety and Health (OSH) Procedure in the Workplace
Unit Descriptor	<p>This unit covers the knowledge, skills and attitudes (KSA) required to apply occupational safety and health (OSH) procedure in the workplace.</p> <p>It specifically includes identifying OHS policies and procedures, following OSH procedure, reporting hazards and risks, responding to emergencies and maintaining personal well-being.</p>
Nominal Hours	15 Hours
Elements of Competency	<p>Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables</p>
1. Identify OSH policies and procedures.	<p>1.1. <u>OHS policies</u> and <u>safe operating procedures</u> are accessed and stated.</p> <p>1.2. <u>Safety signs and symbols</u> are identified and followed.</p> <p>1.3. Emergency response, evacuation procedures and other contingency measures are determined according to workplace requirements.</p>
2. Follow OSH procedure	<p>2.1 <u>Personal protective equipment (PPE)</u> is selected and collected as required.</p> <p>2.2 Personal protective equipment (PPE) is correctly used in accordance with organization OHS procedures and practices.</p> <p>2.3 A clear and tidy workplace is maintained as per workplace standard.</p> <p>2.4 PPE is maintained to keep them operational and compliant with OHS regulations.</p>
3. Report hazards and risks.	<p>3.1 <u>Hazards</u> and risks are identified, assessed and controlled.</p> <p>3.2 Incidents arising from hazards and risks are reported to designated authority.</p>
4. Respond to emergencies	<p>4.1 Alarms and warning devices are responded.</p> <p>4.2 Workplace <u>emergency procedures</u> are followed.</p> <p>4.3 <u>Contingency measures</u> during workplace accidents, fire and other emergencies are recognized and followed in accordance with organization procedures.</p> <p>4.4 First aid procedures is applied during emergency situations.</p>
5. Maintain personal well-being	<p>5.1 OHS policies and procedures are adhered to.</p> <p>5.2 OHS awareness programs are participated in as per workplace guidelines and procedures.</p> <p>5.3 Corrective actions are implemented to correct unsafe condition in the workplace.</p> <p>5.4 <u>“Fit to work” records</u> are updated and maintained according to workplace requirements.</p>

Range of Variables	
Variables	Range (may include but not limited to):
1. OHS Policies	1.1. Bangladesh standards for OHS 1.2. Fire Safety Rules and Regulations 1.3. Code of Practice 1.4. Industry Guidelines
2. Safe Operating Procedures	2.1 Orientation on emergency exits, fire extinguishers, fire escape, etc. 2.2 Emergency procedures 2.3 First Aid procedures 2.4 Tagging procedures 2.5 Use of PPE 2.6 Safety procedures for hazardous substances
3. Safety Signs and symbols	3.1 Direction signs (exit, emergency exit, etc.) 3.2 First aid signs 3.3 Danger Tags 3.4 Hazard signs 3.5 Safety tags 3.6 Warning signs
4. Personal Protective Equipment (PPE)	4.1 Gas Mask 4.2 Gloves 4.3 Safety boots 4.4 Face mask 4.5 Overalls 4.6 Goggles and safety glasses 4.7 Sun block 4.8 Chemical/Gas detectors
5. Hazards	5.1 Chemical hazards 5.2 Biological hazards 5.3 Physical Hazards 5.4 Mechanical and Electrical Hazard 5.5 Mental hazard 5.6 Ergonomic hazard
6. Emergency Procedures	6.1 Fire fighting 6.2 Earthquake 6.3 Medical and first aid 6.4 Evacuation
7. Contingency measures	7.1 Evacuation 7.2 Isolation 7.3 Decontamination
8. “Fit to Work” records	8.1 Medical Certificate every year 8.2 Accident reports, if any 8.3 Eye vision certificate
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 stated OHS policies and safe operating procedures

	1.2 followed safety signs and symbols 1.3 used personal protective equipment (PPE) 1.4 maintained workplace clear and tidy 1.5 assessed and Controlled hazards 1.6 followed emergency procedures 1.7 followed contingency measures 1.8 implemented corrective actions
2. Underpinning knowledge	2.1 Define OHS 2.2 OHS Workplace Policies and Procedures 2.3 Work Safety Procedures 2.4 Emergency Procedures 2.5 Hazard control procedure 2.6 Different types of Hazards 2.7 PPE and uses 2.8 Personal Hygiene Practices 2.9 OHS Awareness
3. Underpinning skills	3.1 Accessing OHS policies 3.2 Handling of PPE 3.3 Handling cleaning tools and equipment 3.4 Writing report 3.5 Responding to emergency procedures
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace 5.2 Equipment and outfits appropriate in applying safety measures 5.3 Tools, materials and documentation required 5.4 OHS Policies and Procedures
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning 6.4 Portfolio
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	GU-04-L1-V1: Work in a Team Environment
Unit Descriptor	This unit covers the knowledge, skills and attitudes (KSAs) required to work in a team environment. It includes defining team role and scope, identifying individual role and responsibility, participating in team discussions and working as a team member.
Nominal Hours	20 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Define team role and scope	1.1. Role and objectives of the team are defined 1.2. Team structure, responsibilities and reporting relations are identified from team discussions and other external sources
2. Identify individual role and responsibility	2.1 Individual roles and responsibilities of <u>team members</u> are identified 2.2 Reporting relationships among team members are defined and clarified 2.3 Reporting relationships external to the team are defined and clarified
3. Participate in team discussions	3.1 Ideas related to team plans are contributed 3.2 Recommendations for improving team work are put forward
4. Work as a team member	4.1 Effective forms of communication are used to interact with team members 4.2 Communication channels are followed 4.3 OHS practices are followed
Range of Variables	
Variables	Range (may include but not limited to):
1. Team Members	1.1 Coach/mentor 1.2 Supervisor/Manager 1.3 Peers/Colleagues 1.4 Employee representative
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 demonstrated knowledge in working in a team environment. 1.2 satisfied the requirements mentioned in the 1.3 Performance Criteria and Range of Variables

2. Underpinning knowledge	2.1 Team Structure, Role and Responsibility 2.2 Individual Members' Roles and Responsibilities 2.3 Communication Flow and Reporting Structures 2.4 Team Planning 2.5 Interpersonal Communication Skills 2.6 Team Meeting Procedures 2.7 OHS Practices
3. Underpinning skills	3.1 Identifying the role and responsibility of the team 3.2 Identifying roles and responsibilities of individual members 3.3 Participating in team discussions 3.4 Working as a team member
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Environmental concerns 4.5 Eagerness to learn 4.6 Tidiness and timeliness 4.7 Respect of peers and seniors in workplace 4.8 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Pens 5.2 Telephone 5.3 Computer 5.4 Writing materials 5.5 Online communication
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	GU-01-L3-V1: Apply Basic IT Skills
Nominal Hours	20 Hours
Unit Descriptor	<p>This unit covers the knowledge, skills and attitude required to apply basic IT skills.</p> <p>It specifically includes Identifying and using most commonly used IT Tools, operating computer, working with word processing software, using spread sheet packages to create /prepare worksheets, using presentation packages to create / prepare presentation, Print the documents and Use the Internet and Access E-Mail.</p>
Elements of Competency	<p>Performance Criteria</p> <p><u>Bold and Underlined</u> terms are elaborated in the Range of Variables Training Components.</p>
1. Identify and use most commonly used IT Tools	<p>1.1 Context of IT is interpreted</p> <p>1.2 Commonly used <u>IT tools</u> are identified</p> <p>1.3 Safe work practice and OSH Standards are followed</p>
2. Operate Computer.	<p>2.1 <u>Peripherals</u> are checked and connected with computer as per standard</p> <p>2.2 Power cords / adapter are connected with computer and power outlets socket safely.</p> <p>2.3 Computer is switched on gently.</p> <p>2.4 PC <u>desktop / GUI</u> settings are arranged and customized as per requirement.</p> <p>2.5 Files and folders are created, opened, copied, renamed, deleted and sorted as per requirement.</p> <p>2.6 Properties of files and folders are viewed and searched.</p> <p>2.7 Disks are defragmented, formatted as per requirement.</p>
3. Work with word processing software.	<p>3.1 Word Processing software is selected and started</p> <p>3.2 Basic typing technique is demonstrated</p> <p>3.3 <u>Documents</u> are created as per requirement in personal use and office environment</p> <p>3.4 <u>Contents</u> are entered.</p> <p>3.5 Documents are <u>formatted</u>.</p> <p>3.6 Paragraph and page settings are completed</p> <p>3.7 Saving and retrieving technique of a document are interpreted</p>
4. Use spread sheet packages to create /prepare worksheets	<p>4.1 Spread sheet packages are selected and started.</p> <p>4.2 Worksheets are created as per requirement in Personal use and office environment.</p> <p>4.3 Data are entered</p> <p>4.4 <u>Functions</u> are used for calculating and editing logical operation</p>

	4.5 <u>Sheets</u> are formatted as per requirement. 4.6 <u>Charts</u> are created. 4.7 Charts/ Sheets are previewed
5. Use presentation packages to create / prepare presentation	5.1 Appropriate presentation software packages are selected and started 5.2 Presentation are created as per requirement in personal use and office environment 5.3 Image, Illustrations, text, table, symbols and media are entered as per requirements. 5.4 Presentations are formatted and animated. 5.5 Presentations are previewed.
6. Print the documents	6.1 Printer is connected with computer and power outlet properly. 6.2 Power is switched on at both the power outlet and printer. 6.3 Printer is installed and added. 6.4 Correct printer settings are selected and document is printed.
7. Use the Internet and Access E-Mail	7.1 Appropriate internet browsers are selected 7.2 Search engines are used to access information 7.3 Video / Information are Shared /downloaded / uploaded from / to web site/social media. 7.4 Web based resources are used 7.5 Email services are identified and selected to create a new email address 7.6 Document is prepared, attached and sent to different types of recipient. 7.7 Email is read, forwarded, replied and deleted as per requirement. 7.8 Custom email folders are created and manipulated. 7.9 Email message is printed.
Range of Variables	
Variable	Range (may include but not limited to):
1. Peripherals	1.1 Monitor 1.2 Keyboard 1.3 Mouse 1.4 Modem 1.5 Scanner 1.6 Printer
2. Desktop / GUI settings	2.1 Icons 2.2 Taskbar 2.3 View 2.4 Resolutions

3. Documents	3.1 Word documents 3.2 Standard CV / Bio-Data with different text & fonts, image and table. 3.3 Application / Official letter with proper paragraph and indenting, spacing, styles, Illustrations, Tables, Header & Footers and symbols. 3.4 Standard report / newspaper items with column, footnote and endnote, drop cap, indexing and page numbering.
4. Contents	4.1 Illustrations and styles 4.2 Text 4.3 Table 4.4 Symbols 4.5 Header & Footer
5. Formatted.	5.1 Bold 5.2 Italic 5.3 Underline 5.4 Font size, colour, 5.5 Change case 5.6 Alignment and intend
6. Functions	6.1 Mathematics 6.2 Logical 6.3 Simple Statistical
7. IT tools	7.1 Phone 7.2 Cell Phone 7.3 TABs 7.4 Radio 7.5 Television 7.6 Computers 7.7 Laptops 7.8 Notebooks 7.9 Internet 7.10 Software 7.11 Satellite
8. Browsers	8.1 Internet Explorer 8.2 Firefox 8.3 Google Chrome 8.4 Opera 8.5 Safari 8.6 Omni Web
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	

1. Critical Aspects of Competency	<p>Assessment required evidence that the candidate:</p> <ol style="list-style-type: none"> 1.1 Followed OSH Standard and Safe Work Procedures. 1.2 Created, opened, copied, renamed, deleted and sorted files and folders as per requirement. 1.3 Completed application software Installations properly 1.4 Performed simple trouble shooting with Computer 1.5 Demonstrated typing on word processing software, save and retrieve documents 1.6 Used functions for calculating and editing logical operation in spread sheet. 1.7 Configured appropriate printer settings and printed the document. 1.8 Demonstrated ability to create email accounts. 1.9 Demonstrated ability to use email account for different online purpose
2. Underpinning Knowledge	<ol style="list-style-type: none"> 2.1 Basic competent of PC 2.2 IT and IT Tools 2.3 Different type of software and application packages 2.4 Use of word processor, spread sheet and presentation software 2.5 Different type of math and logical functions 2.6 Computer Trouble Shooting 2.7 Techniques to access internet
3. Underpinning Skills	<ol style="list-style-type: none"> 3.1 Identifying and use IT Tools 3.2 Demonstrating simple trouble shooting with Computer 3.3 Demonstrating typing on word processing software 3.4 Saving and retrieving documents on Word Processing software. 3.5 Demonstrated ability to create email accounts 3.6 Opening an email account and use it for different purpose. 3.7 Configured appropriate printer settings and printed the document 3.8 Used functions for calculating and editing logical operation in spread sheet
4. Underpinning Attitudes	<ol style="list-style-type: none"> 4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Eagerness to learn 4.4 Tidiness and timeliness 4.5 Respect for rights of peers and seniors in workplace 4.6 Communication with peers and seniors in workplace

5. Resource Implications	<p>The following resources must be provided:</p> <p>5.1 Workplace (simulated or actual)</p> <p>5.2 IT Tools</p> <p>5.3 Computers with word processing application</p> <p>5.4 Internet connection</p> <p>5.5 Presentations</p> <p>5.6 Learning manuals</p>
6. Methods of Assessment	<p>Methods of assessment may include but not limited to:</p> <p>6.1 Written test</p> <p>6.2 Demonstration</p> <p>6.3 Oral questioning</p>
7. Context of Assessment	<p>7.1 Competency assessment must be done in a training centre or in an actual or simulated work place after Completion of the training module.</p> <p>7.2 Assessment should be done by a certified assessor</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Sector Specific Units of Competencies

Unit Code and Title	SU-LS-01-L1-V1: Work in the Logistics Sector
Nominal Hours	20 Hours
Unit Descriptor	<p>This unit covers the skills, knowledge and attitude required to work in the logistics sector.</p> <p>It includes describing the organizational structure within the sector, identifying processes and procedures, identifying workplace requirements and organizing own workload.</p>
Elements of Competency	<p>Performance Criteria</p> <p><u>Bold and Underlined</u> terms are elaborated in the Range of Variables.</p>
1. Describe the organizational structure within the sector	<p>1.1 Scope, nature and <u>major fields</u> of the logistics sector are determined</p> <p>1.2 The profile of the logistics sector in relation to Bangladesh <u>employment conditions</u> is determined</p> <p>1.3 Trends and technologies relevant to the sector are explained.</p> <p>1.4 Relevant policies and guidelines are identified and interpreted.</p> <p>1.5 <u>Instructions</u> as to procedures in achieving quality are obtained, understood and clarified.</p>
2. Identify processes and procedures	<p>2.1 Processes are identified, described and explained.</p> <p>2.2 Work activities are correctly identified.</p> <p>2.3 Adjustments are interpreted.</p>
3. Identify workplace requirements	<p>3.1 <u>Workplace requirements</u> are identified and clarified.</p> <p>3.2 Roles and responsibilities of all personnel are described.</p> <p>3.3 Workplace's practices are identified.</p> <p>3.4 <u>Problem-solving strategies</u> are used to address bottlenecks, inconsistencies and other concerns.</p>
4. Organize own workload	<p>4.1 Own work activities are planned and progress of work is communicated to relevant staff.</p> <p>4.2 Work activities are completed.</p> <p>4.3 Difficulties and bottlenecks are identified, and solutions are put forwarded.</p> <p>4.4 Own work is monitored against workplace standards and areas for improvement identified and acted upon.</p>
Range of Variables	
Variables	Range (may include but not limited to):
1. Major Fields	<p>1.1 Supply chain organization</p> <p>1.2 Transportation</p> <p>1.3 Shipping line</p> <p>1.4 Courier service</p>

	1.5 Clearing and forwarding agency 1.6 Bonded warehouse 1.7 Port and Inland Container Depot (ICD) 1.8 Customs 1.9 Freight forwarding company 1.10 E-commerce fulfillment organization
2. Employment conditions	2.1 Code of Practice 2.2 Salary/Wage System 2.3 Labor Practices 2.4 Anti-Discrimination Policy 2.5 Gender Issues 2.6 Collective Bargaining and Other Practices 2.7 Awards 2.8 Procedures for Handling Disputes 2.9 Innovations in the Sector
3. Instructions	3.1 Specifications and requirements 3.2 Standard Operating Procedures (SOP) 3.3 Manuals of Instruction 3.4 Operations Manual 3.5 Environmental Guidelines 3.6 Gender Guidelines 3.7 Safety Guideline
4. Workplace requirements	4.1 Goals and objectives 4.2 Strategic and Operational Plans 4.3 Systems and Processes 4.4 Monitoring and Evaluation 4.5 Reports and Documentation
5. Problem-solving strategies	5.1 Asking questions 5.2 Feedback and Feed forward system 5.3 Reference to Standard Operating Procedures 5.4 Accessing Information 5.5 Reviews 5.6 Brainstorming
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent and recent and meet the requirements of the current version of the Unit of Competency.	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 demonstrated knowledge in working in the Logistics sector 1.2 satisfying all the requirements mentioned in the performance criteria and range of variables

2. Underpinning knowledge	2.1 Scope and major divisions of the Logistics sector 2.2 Relevant policies and guidelines in the Logistics sector 2.3 Manuals used in the Logistics sector 2.4 Relevant terminologies and acronyms 2.5 Workplace practices 2.6 Recording and reporting practices
3. Underpinning skills	3.1 Describing the organization structure 3.2 Identifying Logistics processes and procedures 3.3 Identifying tools, equipment and materials 3.4 Identifying workplace practices 3.5 Organizing own workload 3.6 Practicing OHS
4. Underpinning attitudes	4.1 Commitment to occupational health and safety 4.2 Environmental concerns 4.3 Eagerness to learn 4.4 Tidiness and timeliness 4.5 Respect for rights of peers and seniors in workplace
5. Resource implications	5.1 Pens 5.2 Telephone 5.3 Computer 5.4 Writing materials 5.5 Online communication
6. Methods of assessment	Competency should be assessed by 6.1 Demonstration 6.2 Oral questioning 6.3 Written test
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor

Accreditation Requirements

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Occupation Specific Units of Competencies

Unit Code and Title	OU-LS-SCM-01-L4-EN-V1: Interpret Supply Chain Management
Unit Descriptor	This unit covers the skills, knowledge and attitude required to interpret Supply Chain Management. It specifically includes defining supply chain management, and recognizing supply chain framework and Operations.
Nominal Hours	15 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Define Supply Chain Management	1.1 Supply Chain Management is defined 1.2 <u>Importance of Supply Chain Management</u> is recognized 1.3 <u>Functions of Supply Chain Management</u> are elaborated
2. Recognize supply chain framework and Operations	2.1 <u>Supply chain operations</u> are interpreted 2.2 <u>Supply chain strategies</u> are identified as per organization 2.3 <u>Terminologies</u> used in Supply Chain Management are interpreted 2.4 <u>Global Supply Chain Operations</u> are interpreted
Range of Variables	
Variables	Range (may include but not limited to):
1. Importance of Supply Chain Management	1.1 Ensure 7 right 1.2 Cost Efficiency 1.3 Customer Satisfaction 1.4 Competitive Advantage 1.5 Revenue Growth 1.6 Time management 1.7 Risk Management 1.8 Operational Efficiency 1.9 Global Reach 1.10 Environmental Sustainability 1.11 Regulatory Compliance 1.12 Collaboration and Partnerships 1.13 Agility 1.14 Technology integration
2. Functions of Supply Chain Management	2.1 Planning 2.2 Sourcing and Procurement 2.3 Manufacturing (Production) 2.4 Delivery/ Distribution management 2.5 Reverse Logistics (Supply chain sustainability)
3. Supply chain operations	3.1 Planning 3.2 Sourcing

	3.3 Procurement 3.4 Inventory 3.5 Distribution 3.6 Order Processing 3.7 Warehousing 3.8 Transportation 3.9 Demand Forecasting 3.10 Supplier Relationship Management (SRM) 3.11 Production execution 3.12 Reverse Logistics 3.13 Coordination
4. Supply chain strategies	4.1 Long term strategy 4.2 Mid-term/ Tactical strategy 4.3 Short term/ Operational strategy
5. Terminologies	5.1 Strategic sourcing 5.2 Category Procurement 5.3 Product development 5.4 Capacity planning 5.5 Sales and Operation Planning (S&OP) 5.6 Rolling forecast 5.7 Minimum Order Quantity (MOQ) 5.8 Buffer/ Safety stock 5.9 Economic Order Quantity (EOQ) 5.10 Just-In-Time (JIT) 5.11 Customer Relationship Management (CRM) 5.12 Supplier Relationship Management (SRM) 5.13 Purchasing 5.14 Supplier positioning model/ Kraljic Matrix 5.15 Landed cost management 5.16 Order Fulfillment/ OTIF 5.17 Lead Time 5.18 Cycle Time 5.19 INCOTERMS 5.20 HS Code 5.21 Cold Chain/Green house 5.22 Cross-Docking/ Bulk breaking 5.23 Supply Chain Resilience 5.24 Master Production Schedule (MPS) 5.25 Bill of Materials (BOM) 5.26 Key Performance Indicator (KPI) 5.27 Standard Operating Procedure (SOP) 5.28 Block chain

	5.29 Bullwhip Effect 5.30 Push and Pull strategy 5.31 4th Industrial Revolution (4IR)
6. Global Supply Chain Operations	6.1 Global Sourcing 6.2 International Trade Compliance 6.3 Hub sourcing 6.4 Currency and Financial Management 6.5 Cultural Considerations 6.6 Global Collaboration 6.7 Ethical and Sustainability Considerations 6.8 World Trade Organization (WTO) regulations 6.9 Preferential trade practice
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 recognized importance of supply chain management 1.2 interpreted supply chain operations 1.3 identified supply chain strategies 1.4 interpreted global supply chain operations
2. Underpinning knowledge	2.1 Supply chain management, importance and functions 2.2 Supply chain operations 2.3 Key components of supply chain 2.4 Supply chain strategies 2.5 Terminologies 2.6 Global supply chain operations
3. Underpinning skills	3.1 Defining Supply Chain Management 3.2 Recognizing supply chain framework and Operations
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Respect of peers and seniors in workplace 4.7 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (simulated or actual) 5.2 Relevant materials 5.3 Paper, pen 5.4 Learning materials
6. Methods of assessment	Competency should be assessed by: 6.1 Written test

	6.2	Demonstration
	6.3	Oral Questioning
7. Context of assessment	7.1	Competency assessment must be done in NSDA accredited assessment centre
	7.2	Assessment should be done by a NSDA certified/nominated assessor
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>		

Unit Code and Title	OU-LS-SCM-02-L4-EN-V1: Perform Supply Chain Planning
Unit Descriptor	This unit covers the skills, knowledge and attitude required to Perform Supply Chain Planning. It specifically includes Carrying out Demand Forecasting and Supply Planning, Controlling Production Planning, Preparing Inventory Planning, Performing Risk Management and Contingency Planning.
Nominal Hours	30 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Carryout Demand Forecasting and Supply Planning	1.1 Demand forecasting and supply planning is interpreted 1.2 Annual materials forecasting is recognized 1.3 <u>Demand forecasting methods</u> are followed 1.4 <u>Techniques for demand forecasting</u> are used 1.5 <u>Key components of supply planning</u> are interpreted 1.6 Supply planning is carried out
2. Control Production Planning	2.1 Capacity planning is interpreted 2.2 Master Production Schedule (MPS) is Collected 2.3 Materials Requirements Planning (MRP) is checked 2.4 Workforce planning is managed
3. Prepare Inventory Planning	3.1 <u>Inventory planning</u> is interpreted 3.2 Economic Order Quantity (EOQ) is determined 3.3 Safety stock is maintained
4. Perform Risk Management and Contingency Planning	4.1 <u>Risks</u> are identified 4.2 <u>Risk assessment</u> is carried out 4.3 <u>Risk mitigation strategies</u> are set as per risk type 4.4 Monitoring and review is performed 4.5 Contingency planning is carried out
Range of Variables	
Variables	Range (may include but not limited to):
1. Demand forecasting methods	1.1 Qualitative and quantitative 1.2 Rolling forecast/ Historical data 1.3 Market Trends and External Factors 1.4 Consumer Behavior 1.5 Promotions and Marketing 1.6 Seasonal forecast 1.7 New Product Launch/ Re-launch

2. Techniques for demand forecasting	2.1 Time Series Analysis 2.2 Regression Analysis 2.3 Machine Learning Algorithms
3. Key components of supply planning	3.3 Sales and Operations Planning (S&OP) 3.4 Inventory Planning 3.5 Production Planning 3.6 Capacity Planning 3.7 Procurement Planning 3.8 Distribution Planning
4. Inventory planning	4.1 Inventory replenishment policies 4.2 Reorder Level/ Point 4.3 Reorder quantity 4.4 Lead time
5. Risks	5.1 Demand uncertainty 5.2 Supply uncertainty 5.3 Macro Economics risks (Tax, Tariff, Forex)
6. Risk assessment	6.1 Risk Probability and Impact Analysis 6.2 Supply Chain Risk Mapping 6.3 Mapping and scoring of risks
7. Risk mitigation strategies	7.1 Risk acceptance 7.2 Risk Avoidance 7.3 Risk Transfer 7.4 Risk Diversification
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 carried out demand forecasting and supply planning 1.2 controlled production planning 1.3 prepared inventory planning 1.4 performed risk management and contingency planning
2. Underpinning knowledge	2.1 Demand forecasting 2.2 Annual materials forecasting 2.3 Supply planning 2.4 Capacity planning 2.5 Master Production Schedule (MPS) 2.6 Materials Requirements Planning (MRP) 2.7 Workforce planning 2.8 Inventory planning

	2.9 Reorder point 2.10 Economic Order Quantity (EOQ) 2.11 Safety stock 2.12 Risk 2.13 Risk assessment 2.14 Risk mitigation strategies 2.15 Monitoring and review 2.16 Contingency planning
3. Underpinning skills	3.1 Carrying out demand forecasting and supply planning 3.2 Controlling production planning 3.3 Preparing inventory planning 3.4 Performing risk management and contingency planning
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Respect of peers and seniors in workplace 4.7 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (simulated or actual) 5.2 Required materials 5.3 Learning materials
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OU-LS-SCM-03-L4-EN-V1: Perform Procurement and Commercial Management
Unit Descriptor	This unit covers the skills, knowledge and attitude required to Perform Procurement and Commercial Management. It specifically includes managing sourcing and procurement, performing contract management and negotiation, Performing Supplier Management, carrying out Import-Export Operation and Performing Customs Clearance.
Nominal Hours	130 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Manage Sourcing and Procurement	1.1 Sourcing and procurement are interpreted 1.2 <u>Types of sourcing</u> are recognized 1.3 <u>Key activities of sourcing</u> are identified 1.4 <u>Types of procurement</u> are interpreted 1.5 <u>Key activities of procurement</u> are identified
2. Perform Contract management and Negotiation	2.1 Contract is interpreted 2.2 <u>Contract draft</u> is prepared 2.3 Negotiation is recognized 2.4 <u>Negotiation techniques</u> are interpreted 2.5 <u>Contract negotiation</u> is carried out 2.6 Contract is managed as per workplace standard
3. Perform Supplier Management	3.1 <u>Supplier selection criteria</u> are set 3.2 Suppliers are identified 3.3 <u>Suppliers evaluation criteria</u> are followed 3.4 <u>Supplier performance</u> are evaluated 3.5 <u>Suppliers relationship management</u> is carried out 3.6 Suppliers are managed as per standard procedure
4. Carryout Import-Export Operation	4.1 Import and export operations are interpreted 4.2 <u>Import procedures</u> are followed 4.3 <u>Import documentation</u> are maintained 4.4 <u>Export procedures</u> are followed 4.5 <u>Export documentation</u> are maintained
5. Perform Customs Clearance	5.1 <u>Customs activities</u> for import and export are interpreted 5.2 <u>Documentation for customs clearance</u> are arranged 5.3 Customs clearance are carried out
Range of Variables	
Variables	Range (may include but not limited to):
1. Types of sourcing	1.1 Direct sourcing 1.2 Indirect sourcing 1.3 Strategic sourcing 1.4 Content sourcing

2. Key activities of sourcing	2.1 Supplier Identification 2.1 Supplier Negotiation 2.2 Supplier Selection 2.3 Supplier scoring and evaluation 2.4 Supplier Relationship Management
3. Types of procurement	3.1 Based on type 3.1.1 Public Procurement 3.1.2 Private Procurement 3.2 Based on methods 3.2.1 Direct Procurement 3.2.2 Indirect Procurement 3.3 Service procurement
4. Key activities of procurement	4.1 Need analysis 4.2 Purchase Requisition 4.3 RFx (RFI, RFP, RFQ) 4.4 Competitive Bidding 4.5 Supplier Selection 4.6 Purchase Order/ Contract creation 4.7 Purchase Order Management 4.8 Receipt and Quality Inspection 4.9 Invoice Approval and Payment
5. Contract draft	5.1 Requirement Identification 5.2 Scope of Work 5.3 Tenure of the contract 5.4 Payment Terms 5.5 Payment methods 5.6 Delivery Terms 5.7 Warranties and Guarantees 5.8 Dispute Resolution 5.9 Force Majeure Clauses
6. Negotiation techniques	6.1 Best Alternative To Negotiated Agreement (BATNA) 6.2 Must achieve, Intend to achieve, Likely to achieve (MIL) 6.3 Zone of Possible Agreement (ZOPA)
7. Contract negotiation	7.1 Price and Payment Terms 7.2 Risk Allocation 7.3 Quality and Compliance 7.4 Penalty and termination clause
8. Supplier selection criteria	8.1 Quality of Goods or Services 8.2 Cost and Pricing Structure 8.3 Reliability and Delivery Performance 8.4 Financial Stability 8.5 Experience and Track Record 8.6 Compliance with Regulations

	8.7 Technological Capabilities 8.8 Design collaboration 8.9 Sustainability and Corporate Social Responsibility (CSR) 8.10 Supply Chain Risk and Contingency Planning 8.11 Capacity for Long-Term Partnership 8.12 Innovation and Continuous Improvement 8.13 Service and Support
9. Suppliers evaluation criteria	9.1 Quality 9.2 Cost 9.3 Performance 9.4 Delivery 9.5 Capacity 9.6 Sustainability 9.7 Risk Profile 9.8 Compliance
10. Supplier performance	10.1 Key Performance Indicators (KPIs) 10.2 Supplier Scorecards 10.3 Regular Audits
11. Suppliers relationship management	11.1 Different levels of supplier relationship 11.2 Kraljic model
12. Import procedure	12.1 Trade governance: Local & International 12.2 Order placement 12.3 Open Letter of Credit (LC)/ TT 12.4 Follow up shipment 12.5 Manage import documentation (BL, Commercial Invoice, Packing List, Country of Origin) 12.6 Appoint C&F Agent 12.7 Customs Assessment and Valuation 12.8 Bill of entry 12.9 Payment of Customs Duties and Taxes 12.10 Goods Clearance 12.11 Post-Clearance and Record Keeping
13. Import documentation	13.1 Proforma Invoice (PI) 13.2 L/C / TT/ Sales Contract/Documentary Collection 13.3 Pre Shipment Inspection 13.4 Commercial Invoice 13.5 Packing list 13.6 Bill of Lading (BL)/ Airway Bill (AWB)/ Truck Receipt/ Railway receipt 13.7 Country of Origin 13.8 Bill of Exchange 13.9 Bank endorsement 13.10 Other regulatory documents

14. Export procedure	14.1 Identify the Exportable Goods and Compliance Requirements 14.2 Secure Buyer and Negotiate Export Contract 14.3 Arrange for Payment Methods (Letter of Credit or Others) 14.4 Pre-Shipment Inspection (PSI) 14.5 Prepare Necessary Export Documents 14.6 Customs Declaration and Clearance (Bill of Export) 14.7 Pay Applicable Export Duties or Taxes (if any) 14.8 Transportation and Shipment of Goods 14.9 Present Export Documents to Bank (Negotiation of Documents) 14.10 Payment Realization Certificate (PRC) 14.11 Post-Export Procedures (Documentation and Tax Compliance) 14.12 Export Incentives and Schemes (If Applicable)
15. Export documentation	15.1 Bill of exchange 15.2 Commercial Invoice 15.3 Export form (EXP)/ Export permission (EP) 15.4 Packing list 15.5 Bill of Lading (B/L)/ AWB 15.6 Certificate of Origin (CO) 15.7 Preferential/ Non preferential Trade Certificate 15.8 Beneficiary Certificate 15.9 Multiple Declaration Certificate 15.10 Inspection Certificate 15.11 Lab test report (if any) 15.12 Other regulatory documents
16. Customs activities	16.1 IGM submission 16.2 Bill of Entry submission (Red/ Yellow) 16.3 Correct declaration (If any) 16.4 Customs assessment and Valuation 16.5 Collection of Customs Duties and Taxes 16.6 Selective Inspection 16.7 Post-Clearance Audit (PCA) 16.8 Tariff Classification 16.9 Customs Quotas and Restrictions
17. Documentation for customs clearance	17.1 Documentation for Import Customs Clearance 17.1.1 Bill of Entry (BoE) 17.1.2 Commercial Invoice 17.1.3 Packing List 17.1.4 Bill of Lading (B/L) or Airway Bill (AWB) 17.1.5 Certificate of Origin 17.1.6 Import Registration Certificate (IRC)/ Import Permit (IP) 17.1.7 Tax Identification Number (TIN)/Business

	<p>Identification Number (BIN) Certificate</p> <p>17.1.8 Marine Cargo Policy</p> <p>17.1.9 Pre-Shipment Inspection (PSI) Certificate (if applicable)</p> <p>17.1.10 Proforma Invoice (PI) (if applicable)</p> <p>17.1.11 Bonded Warehouse Certificate (if applicable)</p> <p>17.1.12 Goods Declaration (GD)</p> <p>17.2 Documentation for Export Customs Clearance</p> <p>17.2.1 Bill of Export (BE)</p> <p>17.2.2 Commercial Invoice</p> <p>17.2.3 Packing List</p> <p>17.2.4 Bill of Lading (B/L) or Airway Bill (AWB)</p> <p>17.2.5 Certificate of Origin</p> <p>17.2.6 Export Registration Certificate (ERC)/ Export Permit (EP)</p> <p>17.2.7 Tax Identification Number (TIN)/ BIN Certificate</p> <p>17.2.8 Insurance Certificate</p> <p>17.2.9 Pre-Shipment Inspection (PSI) Certificate (if applicable)</p> <p>17.2.10 Export License (if applicable)</p> <p>17.2.11 GSP Certificate (if applicable)</p> <p>17.2.12 Utilization Declaration (UD)</p>
<p>Evidence Guide</p> <p>The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency</p>	
1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <p>1.1 managed sourcing and procurement</p> <p>1.2 performed contract management and negotiation</p> <p>1.3 performed supplier management</p> <p>1.4 carried out import-export operation</p> <p>1.5 performed customs clearance</p>
2. Underpinning knowledge	<p>2.1 Sourcing and procurement</p> <p>2.2 Contract</p> <p>2.3 Contract negotiation</p> <p>2.4 Supplier selection criteria</p> <p>2.5 Suppliers evaluation criteria</p> <p>2.6 Supplier performance</p> <p>2.7 Suppliers relation management</p> <p>2.8 Import and export operations</p> <p>2.9 Import-export procedures</p> <p>2.10 Import-Export documentation</p>
3. Underpinning skills	<p>3.1 Managing sourcing and procurement</p> <p>3.2 Performing contract management and negotiation</p>

	3.3 Performing supplier management 3.4 Carrying out import-export operation 3.5 Performing customs clearance
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Respect of peers and seniors in workplace 4.7 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (simulated or actual) 5.2 Related documents 5.3 Computer 5.4 Paper, Pen 5.5 Learning materials
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OU-LS-SCM-04-L4-EN-V1: Perform Inventory Control and Warehouse Management
Unit Descriptor	This unit covers the skills, knowledge and attitude required to Perform Inventory Control and Warehouse Management. It specifically includes interpreting inventory control and management, performing warehouse management and performing materials requirement planning.
Nominal Hours	30 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Interpret Inventory Control and Management	1.1 Inventory is interpreted 1.2 <u>Types of inventory</u> are listed 1.3 <u>Inventory control techniques</u> are followed 1.4 <u>Technologies used for inventory control</u> are identified
2. Perform Warehouse Management	2.1 Warehouse management systems are interpreted 2.2 <u>Activities of warehouse</u> are recognized 2.3 Warehouse safety, security and compliance are managed
3. Perform Materials Requirement Planning	3.1 Materials Requirement Planning (MRP) is recognized 3.2 <u>Major Components of MRP</u> are interpreted 3.3 <u>MRP procedures</u> are followed 3.4 MRP is performed as per standard procedure
Range of Variables	
Variables	Range (may include but not limited to):
1. Types of inventory	1.1 Raw materials 1.2 Packing materials 1.3 Work-in-Progress (WIP) 1.4 Finished Goods 1.5 Maintenance tools and spare parts
2. Inventory control techniques	2.1 ABC Analysis 2.2 Cycle Counting 2.3 Full stock counting 2.4 Physical security measures
3. Technologies used for inventory control	3.1 Inventory Management Software 3.2 Barcode Scanning 3.3 RFID (Radio Frequency Identification)
4. Activities of warehouse	4.1 Receiving 4.2 Inspection 4.3 Goods Receiving Note (GRN) 4.4 Putaway 4.5 Goods classification and Location tracking

	4.6 Order picking 4.7 Route planning 4.8 Return Management 4.9 Safety and Security management
5. Major Components of MRP	5.1 Master Production Schedule (MPS) 5.2 Sales order 5.3 Bill of Materials (BOM) 5.4 Inventory Records
6. MRP procedures	6.1 Input order Data 6.2 Current stock data 6.3 Input in transit data 6.4 Input BOM data 6.5 Input Lead Time Data 6.6 Run MRP for net requirement planning 6.7 Generate MRP Reports (Production order and purchase order) 6.8 Place Orders 6.9 Monitor and Adjust
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 listed types of inventory 1.2 followed inventory control techniques 1.3 recognized activities of warehouse 1.4 managed warehouse safety, security and compliance 1.5 followed MRP procedures 1.6 performed MRP
2. Underpinning knowledge	2.1 Inventory 2.2 Inventory control 2.3 Warehouse management 2.4 Materials Requirement Planning (MRP)
3. Underpinning skills	3.1 Listing types of inventory 3.2 Following inventory control techniques 3.3 Recognizing activities of warehouse 3.4 Managing warehouse safety, security and compliance 3.5 Following MRP procedures 3.6 Performing MRP

4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Respect of peers and seniors in workplace 4.7 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (simulated or actual) 5.2 PPE 5.3 Calculator 5.4 Required Materials 5.5 Computer 5.6 Forms and formats 5.7 Learning materials
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.	

Unit Code and Title	OU-LS-SCM-05-L4-EN-V1: Carryout Manufacturing Operations
Unit Descriptor	This unit covers the skills, knowledge and attitude required to carry out manufacturing operations. It specifically includes controlling manufacturing and ensuring finished goods quality.
Nominal Hours	20 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Control Manufacturing	1.1 <u>Manufacturing</u> are interpreted 1.2 Relation between manufacturing and supply chain are described 1.3 <u>Manufacturing activities</u> under supply chain management are listed 1.4 Manufacturing are controlled as per workplace standard
2. Ensure Finished Goods Quality	2.1 Quality is interpreted 2.2 <u>Quality specification</u> is maintained 2.3 <u>Process of quality management</u> are followed 2.4 Quality is ensured as per consumers standard
Range of Variables	
Variables	Range (may include but not limited to):
<u>Manufacturing</u>	1.1 Process manufacturing 1.2 Discreet manufacturing
1. Manufacturing activities	1.3 Production Planning 1.4 Material Management 1.5 Production Execution 1.6 Quality Control and Assurance 1.7 Manpower management 1.8 Machine maintenance
2. Quality specification	2.1 Product Specifications 2.2 Process Specifications 2.3 Service Specifications 2.4 Quality Attributes 2.5 Testing and Inspection Criteria 2.6 Tolerances and Limits
3. Process of quality management	3.1 Quality Planning 3.2 Quality Control 3.3 Quality Assurance 3.4 Quality Improvement 3.5 Quality Documentation and Reporting
Evidence Guide	

The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	<p>Assessment required evidence that the candidate:</p> <ul style="list-style-type: none"> 1.1 interpreted manufacturing 1.2 listed manufacturing activities under supply chain management 1.3 followed process of quality management 1.4 ensured quality as per buyers standard
2. Underpinning knowledge	<ul style="list-style-type: none"> 2.1 Manufacturing 2.2 Manufacturing activities 2.3 Quality 2.4 Process of quality management 2.5 Quality specification
3. Underpinning skills	<ul style="list-style-type: none"> 3.1 Interpreting manufacturing 3.2 Listing manufacturing activities under supply chain management 3.3 Following process of quality management 3.4 Ensuring quality as per buyers standard
4. Required attitude	<ul style="list-style-type: none"> 4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Respect of peers and seniors in workplace 4.7 Communicate with peers and seniors in workplace
5. Resource implications	<ul style="list-style-type: none"> 5.1 Workplace (simulated or actual) 5.2 Relevant materials 5.3 Paper, pen 5.4 Learning materials
6. Methods of assessment	<p>Competency should be assessed by:</p> <ul style="list-style-type: none"> 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	<ul style="list-style-type: none"> 7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit</p>	

towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Unit Code and Title	OU-LS-SCM-06-L4-EN-V1: Manage Logistics and Distribution
Unit Descriptor	This unit covers the skills, knowledge and attitude required to manage logistics and distribution. It specifically includes performing Inbound Logistics, performing Outbound Logistics and Accomplishing distribution management.
Nominal Hours	30 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Perform Inbound Logistics	1.1 <u>Inbound logistics</u> are interpreted 1.2 <u>Transports</u> are arranged 1.3 Materials handling are carried out as per workplace standard 1.4 Goods inspection and receiving processes are followed 1.5 Inbound logistics are carried out
2. Perform Outbound Logistics	2.1 <u>Outbound logistics</u> are interpreted 2.2 Order processing is followed up 2.3 Finished goods inventory and stock rotation is managed
3. Accomplish Distribution Management	3.1 Distribution management is interpreted 3.2 <u>Distribution strategy</u> are followed 3.3 Performance measurement is carried out 3.4 Distribution management is accomplished
Range of Variables	
Variables	Range (may include but not limited to):
1. Inbound logistics	1.1 Supplier management 1.2 Transportation 1.3 Receiving 1.4 Warehousing 1.5 Materials handling procedure 1.6 Materials handling equipment
2. Transports	2.1 Road transport 2.2 Rail transport 2.3 Air transport 2.4 Maritime transport 2.5 Multimodal transport 2.6 Pipeline
3. Outbound logistics	3.1 Distribution planning 3.2 Order management 3.3 Inventory management 3.4 Warehousing

	3.5 Transportation 3.6 Distribution Management
4. Distribution strategy	4.1 Route plan 4.2 Load plan (Loading, unloading and Clubbing) 4.3 Receipt confirmation 4.4 Documentation
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 performed inbound logistics 1.2 performed outbound logistics 1.3 accomplished distribution management
2. Underpinning knowledge	2.1 Inbound logistics 2.2 Transports 2.3 Materials handling 2.4 Goods inspection and receiving processes 2.5 Outbound logistics 2.6 Order processing 2.7 Finished goods inventory 2.8 Distribution management 2.9 Performance measurement
3. Underpinning skills	3.1 Arranging Transports 3.2 Performing inbound logistics 3.3 Performing outbound logistics 3.4 Managing Finished goods inventory and stock rotation 3.5 Accomplishing distribution management
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Respect of peers and seniors in workplace 4.7 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (simulated or actual) 5.2 Relevant materials 5.3 Paper, pen 5.4 Learning materials
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning

7. Context of assessment	<p>7.1 Competency assessment must be done in NSDA accredited assessment centre</p> <p>7.2 Assessment should be done by a NSDA certified/nominated assessor</p>
<p>Accreditation Requirements</p> <p>Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.</p>	

Unit Code and Title	OU-LS-SCM-07-L4-EN-V1: Interpret Technology Integration in Supply Chain
Unit Descriptor	This unit covers the skills, knowledge and attitude required to Interpret Technology Integration in supply chain. It specifically includes recognizing and practicing Enterprise Resource Planning (ERP) and identifying and using Appropriate Technologies.
Nominal Hours	30 Hours
Elements of Competency	Performance Criteria <u>Bold & Underlined</u> terms are elaborated in the Range of Variables
1. Recognize and practice Enterprise Resource Planning (ERP)	1.1 Enterprise Resource Planning (ERP) is interpreted 1.2 <u>Benefits of ERP</u> are recognized 1.3 <u>Different ERP software</u> for supply chain management are identified 1.4 ERP software are practiced as per workplace standard 1.5 ERP are accessed and reports are generated
2. Identify and use Appropriate Technologies	2.1 <u>Technologies for supply chain management</u> are interpreted 2.2 Appropriate technologies are identified and used
Range of Variables	
Variables	Range (may include but not limited to):
1. Benefits of ERP	1.1 Remove data redundancy 1.2 Improved Efficiency 1.3 Better Decision-Making 1.4 Enhanced Collaboration 1.5 Cost optimization 1.6 Easy data analysis and reporting 1.7 Enhance visibility and tracking 1.8 Performance monitoring with KPI
2. Different ERP software	2.1 SAP R/3 or HANA 2.2 Oracle ERP 2.3 Microsoft Dynamics 2.4 Odoo 2.5 IFS
3. Technologies for supply chain management	3.1 Enterprise Resource Planning (ERP) 3.2 Cloud Computing 3.3 Internet of Things (IoT) 3.4 Block chain Technology 3.5 Artificial Intelligence (AI) and Machine Learning (ML) 3.6 Big Data Analytics

	3.7 Robotics 3.8 Drones and Autonomous Vehicles 3.9 Radio Frequency Identification (RFID) 3.10 Transportation Management Systems (TMS)
Evidence Guide The evidence must be authentic, valid, sufficient, reliable, consistent, recent and meet all requirements of current version of the Unit of Competency	
1. Critical aspects of competency	Assessment required evidence that the candidate: 1.1 interpreted Enterprise Resource Planning (ERP) 1.2 recognized the Benefits of ERP 1.3 identified Different ERP software for supply chain management are 1.4 identified and used appropriate technologies
2. Underpinning knowledge	2.1 Enterprise Resource Planning (ERP) 2.2 Different ERP software 2.3 Technologies for supply chain management
3. Underpinning skills	3.1 Interpreting Enterprise Resource Planning (ERP) 3.2 Recognizing the Benefits of ERP 3.3 Identifying different ERP software for supply chain management are 3.4 Identifying and using appropriate technologies
4. Required attitude	4.1 Commitment to occupational health and safety 4.2 Sincere and honest to duties 4.3 Promptness in carrying out activities 4.4 Eagerness to learn 4.5 Tidiness and timeliness 4.6 Respect of peers and seniors in workplace 4.7 Communicate with peers and seniors in workplace
5. Resource implications	5.1 Workplace (simulated or actual) 5.2 Computer 5.3 Software 5.4 Paper, pen 5.5 Learning materials
6. Methods of assessment	Competency should be assessed by: 6.1 Written test 6.2 Demonstration 6.3 Oral Questioning
7. Context of assessment	7.1 Competency assessment must be done in NSDA accredited assessment centre 7.2 Assessment should be done by a NSDA certified/nominated assessor
Accreditation Requirements	

Training Providers must be accredited by National Skills Development Authority (NSDA), the National Quality Assurance Body, or a body with delegated authority for quality assurance to conduct training and assessment against this unit of competency for credit towards the award of qualification under BNQF. Accredited providers assessing against this unit of competency must meet the quality assurance requirements set by NSDA.

Development of Competency Standard

The Competency Standards for National Skills Certificate in Supply Chain Management Occupation, Level- 4 is developed by NSDA 16 and 17 October 2024.

List of Members

Sl No	Name and Address	Position in the committee
1.	Afsar Hossain COO & Chief Consultant, Trans Trade International, Dhaka Vice President, Bangladesh Supply Chain Management Society Mobile: +8801713339651 Email: afsar.consultant@gmail.com	Member
2.	Md. Walid Hossain Assistant General Manager (Supply Chain), Yunusco (BD) Limited, AEPZ, Narayanganj Mobile: +8801710884942 Email: walid.scp@gmail.com	Member
3.	Shahed Latif General Manager & Chief Supply Chain Officer, Energypac Power Generation Ltd., Tejgaon, Dhaka Vice President, Supply Chain Alumni Society (SAS) Mobile: +88 01610009116 Email: Shahed.pbd@gmail.com	Member
4.	Colonel Imran Ullah Sarker (Retd) Former Deputy Commandant, Central Mechanical Transport Depot. Bangladesh Army Mobile: +8801713140802 Email: sarkerimran4838@gmail.com	Member
5.	Shamim Ahmed Manager Procurement & Sourcing, Nilorn Bangladesh Ltd., Mirpur DOHS, Dhaka Mobile: +88 01914999191 Email: fahimshamimahmed@ymail.com	Member
6.	Syed Azharul Haque Competency Standard Expert National Skills Development Authority (NSDA) Cell: +880 1711047815 Email: azharulhaque2008@gmail.com	Member

Validation of Competency Standard

The Competency Standards for National Skills Certificate in Supply Chain Management, Level- 4 is validated by NSDA on 13 November 2024.

List of Members

Sl No	Name and Address	Position in the committee	Signature
1.	Mr. Abdul Matlub Ahmed Chairperson Logistics ISC	Chairperson	
2.	Group Captain Md. Abul Hossain (Retd.) CEO, Nitol Motors Ltd. Mobile: +880 1914391937 e-mail: hossain0202@gmail.com	Member	
3.	Md. Shakhawat Hossain CEO, Color City Ltd., DBL Group, BGMEA Complex, Uttara, Dhaka. Mobile: +880 1713061038 Email: hossain.shakhawat@gmail.com	Member	
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10.	Mushfeq Ur Rahim Senior Manager-Supply Chain Development Nestlé Bangladesh PLC, Tejgaon, Dhaka Mobile: +880 1712077969 Email: mushfeq.rahim@gmail.com	Member	
11.	Syed Azharul Haque Competency Standard Expert, National Skills Development Authority (NSDA) Cell: +880 1711047815 Email: azharulhaque2008@gmail.com	Member	

Workshop Minutes
Government of the People's Republic of Bangladesh
Chief Adviser's Office
National Skills Development Authority

Level: 10-11, Biniyog Bhaban,
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Minutes of the Competency Standard Validation Workshop on “Supply Chain Management”
Level-4

Chairperson	: Mr. Abdul Matlub Ahmed
Date	: 13 November, 2024
Time	: 9:00 am - 5:00 pm
Place	: ISC Conference Room, NSDA, Biniyog Bhaban, Agargaon, Dhaka-1207

The Chairman inaugurated the workshop by welcoming the expert participants attended in the workshop. He urges the participants to share their expert opinion to make the standard effective, job market responsive and updated one. During the day-long workshop, the competency standard of “Supply Chain Management” occupation was reviewed, modified and finalized in detail. The following changes and modification were made to validate and finalize the competency standard.

Serial No.	Content of validation	Whether it was appropriate		What actions have been taken if not appropriate?
		Yes	No	
1.	Name and level of occupation	Yes		The name of the occupation remains same as ‘Supply Chain Management’. Level of this CS was considered Level 4.
2.	Nominal Hour	Yes		360 hours
3.	Unit of Competency	Yes		<ul style="list-style-type: none"> Name of the units were validated without any change.
4.	Element	Yes		<ul style="list-style-type: none"> Name of the elements were validated without any change.
5.	Performance Criteria		No	Relevant performance criteria were updated for changed element and some other elements.
6.	Variables		No	Relevant variables were added, changed and updated.
7.	Critical Aspect of Competence		No	Appropriate changes have been made in the critical aspect of competency as per the change of element and performance criteria.
8.	Underpinning knowledge		No	Necessary addition, changings and refinements have been made.
9.	Underpinning Skills		No	Necessary addition, changes and refinements have been made.
10.	Attitude	Yes		
11.	Resources	Yes		
12.	Assessment methods	Yes		

13.	Others			<ul style="list-style-type: none"> • The nominal hours of the units of competencies have been rescheduled for content consideration. • Overall, the occupation has been included in Level-4 according to (BNQF 1-6).
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Through the above activities, the Competency Standard has been finalized and validated as **“Supply Chain Management, Level-4”**

Chairperson
Committee on Standard and Curriculum Validation
Logistics ISC