

**TRAINER'S
GUIDE**



TECHNICAL COMPETENCY UNIT



**ADM.TEC
014.1**

Apply Knowledge on
Logistics Operation



ASCEND

ASEAN Standards and Certification
for Experts in Disaster Management

ASEAN Standards and Certification for Experts in Disaster Management

APPLY KNOWLEDGE ON LOGISTICS OPERATION

ADM.TEC.014.1

Trainer's Guide



ONE ASEAN
ONE RESPONSE



Project Sponsors:



The Association of Southeast Asian Nations (ASEAN) was established on 8 August 1967. The Member States are Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand, and Viet Nam. The ASEAN Secretariat is based in Jakarta, Indonesia.

The "ASEAN Standards and Certification for Experts in Disaster Management (ASCEND)" is under Priority Programme 5: Global Leadership of the ASEAN Agreement on Disaster Management and Emergency Response (AADMER) Work Programme 2021-2025 that envisions ASEAN as a global leader in disaster management.

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Table of Contents

THE ASCEND PROGRAMME AND TOOLBOX DEVELOPMENT: OVERVIEW	1
1.1 The ASCEND Programme	2
1.2 The objectives of ASCEND	2
1.3 Advantages and benefits of an ASCEND certification	3
1.4 The ASCEND Toolbox	4
COMPETENCY-BASED TRAINING (CBT): INTRODUCTION FOR TRAINERS	6
ASCEND COMPETENCY STANDARDS	10
PREPARING FOR TRAINING SESSIONS: EQUIPMENT, MATERIAL, AND TOOLS	18
POWER POINT SLIDES AND PRESENTER NOTES	22





The ASCEND Programme and
Toolbox Development:

Overview



ASCEND

1.1

The ASCEND Programme

Southeast Asian governments, through the ASEAN Committee on Disaster Management (ACDM), continue to invest in strengthening disaster management systems for a more secure and resilient region. However, the compounding of risks and increasing uncertainty of disasters in our new climate reality threaten to set back the socioeconomic development gains of ASEAN societies. Widespread and recurring disaster damages and losses can overwhelm national capacities and worsen regional transboundary effects.

The Declaration on One ASEAN One Response (OAOR) at the 2016 ASEAN Summit in Vientiane, Lao PDR, reaffirms ASEAN's vision to move towards faster and more integrated collective responses to disasters inside and outside the region. However, ASEAN's past experiences of responding to large-scale disasters showed that realising the OAOR can be challenging. Various responders from different countries, institutions, organisations, and companies seek to contribute to the overall response. Their goodwill is appreciated, and several provide much-needed assistance. But ASEAN and affected Member States sometimes found it challenging to determine what knowledge and skills responders have and how they can effectively contribute to national and regional efforts.

Learnings from past experiences and shared commitment to realising the OAOR vision increased the need to develop regionally recognised Competency Standards and a certification process for disaster management professionals. The increased support led to initiatives that eventually created the ASEAN Standards and Certification for Experts in Disaster Management (ASCEND) Programme. ASCEND is now part of Priority 5: Global Leadership of the ASEAN Agreement on Disaster Management and Emergency Response (AADMER) Work Programme 2021-2025, a programme that envisions ASEAN as a global leader in disaster management.

1.2

The objectives of ASCEND

- To enhance the capacity of the ASEAN countries in the implementation of ASCEND.
- To establish regionally recognised Competency Standards and assessment processes covering five professions in disaster management.



- To improve the capacity of the AHA Centre to serve as the ASCEND Secretariat.
- To promote understanding of the ASCEND Framework among the ASEAN Member States (AMS) and other ASEAN sectors in preparation for the inclusion of ASCEND into the ASEAN Mutual Recognition Arrangement (MRA).

1.3

Advantages and benefits of an ASCEND certification

For ASEAN

The ASCEND certification can assist Member States in ensuring that competent disaster management professionals handle emergency assistance and disaster relief across the region. It also supports mutual recognition of disaster management competencies to facilitate acceptance of external aid and faster response.

For AHA Centre

ASEAN, a rapidly developing and hazard-prone region, will need more competent disaster management professionals. The ASCEND certification can narrow current knowledge and skills gaps. It can also enable stronger cooperation and interoperability between disaster managers in their home countries and across regions.

For disaster management professionals

Disaster management professionals can use their ASCEND certification to promote themselves professionally and serve as evidence of their experience and qualifications. It can also make it easier for organisations to determine the ability of certificate holders to perform critical work functions of specific occupations in the disaster management sector.

These ASCEND toolbox documents support the ASEAN Member States in identifying, building the capacity of, and mobilising competent disaster managers across Southeast Asia that are highly capable of contributing to reducing disaster risks and disaster losses in the region through timely and effective response.



1.4

The ASCEND Toolbox

A set of technical requirements must exist before it is possible to implement the ASCEND programme in participating ASEAN Member States. The first requirement is the ASCEND Competency Standards that contains forty-three (43) regionally recognised core and technical competencies in selected disaster management professions. The Competency Standards outline the work elements and performance criteria that guide for certification of disaster management professionals across the region.

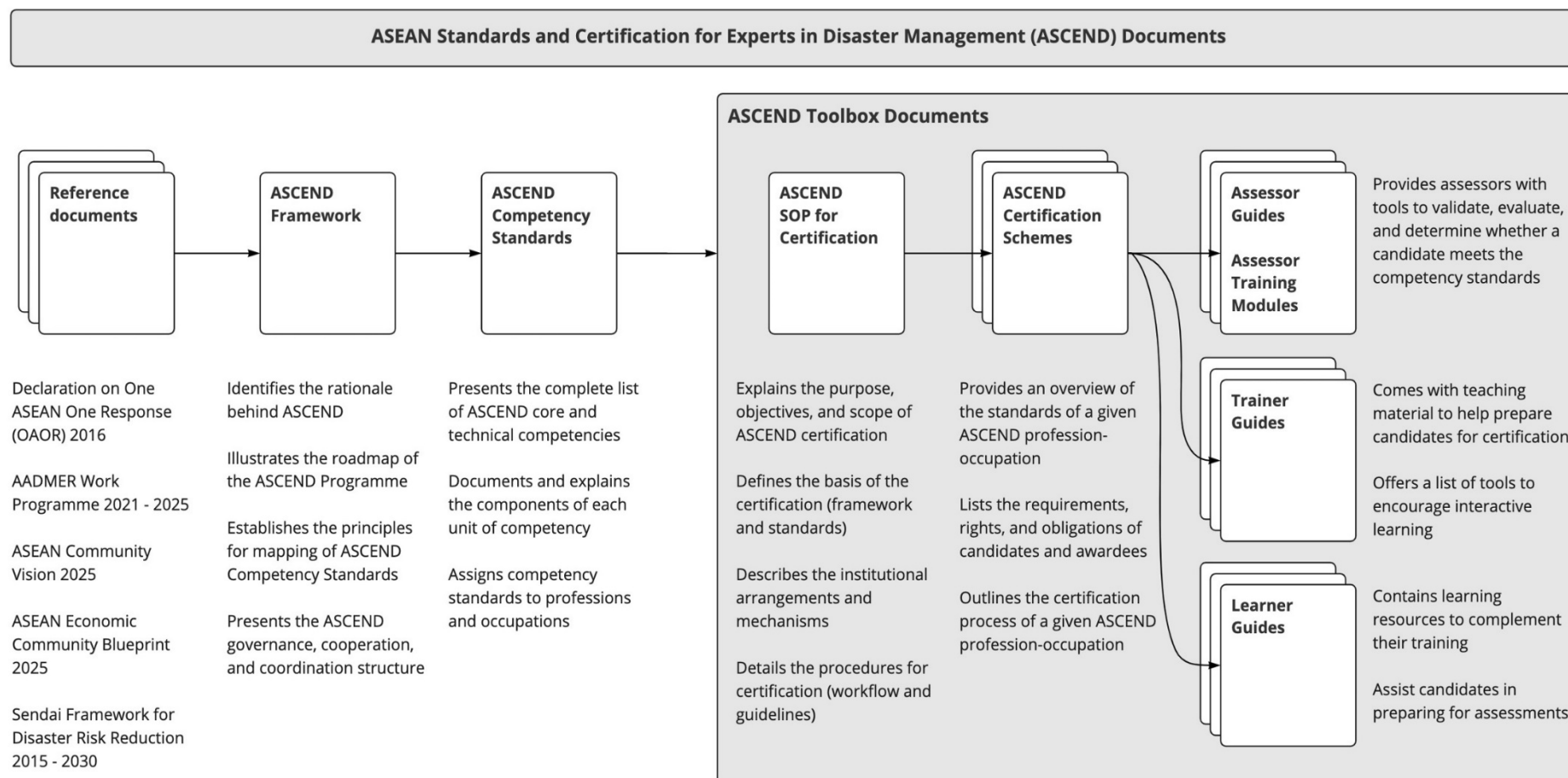
Another requirement is the development of an ASCEND Toolbox for five professions. These professions are Rapid Assessment, Humanitarian Logistics, Information Management, Water, Sanitation and Hygiene (WASH), and Shelter Management. The ASCEND Toolbox consists of an SOP, Certification Schemes, Assessor Guides, Trainer Guides, and Learner Guides. The ASCEND Competency Standards, approved by the ASEAN Committee on Disaster Management, is the primary basis of the Toolbox documents.

The SOP defines the basis of ASCEND, describes the institutional arrangements and mechanisms, and details the certification procedures. Certification Schemes presents an overview of the standards of each profession-occupation and certification requirements, the rights and obligations of candidates and certificate holders, and general guidelines on the certification process. Assessor Guides provides assessors with tools to validate, evaluate, and determine whether a candidate meets the Competency Standards. Trainer Guides come with PowerPoint slides and presenter notes to help trainers prepare candidates for certification. It also offers a list of tools that trainers may use to encourage interactive learning. Learner Guides assist candidates preparing for ASCEND certification in their chosen disaster management profession and occupation. It contains learning resources and complementary readings that can help prepare them to undergo the required assessment.

The ASCEND Toolbox documents can assist the ASEAN Member States to identify, build the capacity of, and mobilise competent disaster managers across Southeast Asia to help reduce disaster risks and disaster losses in the region through timely and effective response.



Figure 1: Overview of ASCEND Toolbox Documents





Competency-based Training (CBT): Introduction for Trainers



ASCEND

Important: Training is not a mandatory activity of the ASCEND certification process. Applicants or prospective candidates are expected to prepare themselves before the assessment by self-studying the Learner Guides provided to them when accepted for ASCEND certification.

In case Authorised/Licensed National Certification Institutions decide to conduct training on material related to ASCEND, their trainers can use the contents of this guide to develop their courses or programmes. Candidates seeking certification may also use the “PowerPoint slides and presenter notes” section of this guide for self-study.

Competency-based learning and assessment

Competency is the characteristic and ability to use or apply knowledge and skills-sets to perform critical job functions in a defined work setting.

Table 1: Competency areas and descriptions

Competency area	Description
Experience	Refers to the qualifications of the candidate that make them eligible to pursue certification. It includes the candidate's formal education, work experience, professional training, and job-relevant life experiences.
Knowledge	Refers to what the candidate needs to know to make informed decisions on how to perform the work effectively.
Skills	Refers to the ability of the candidate to apply knowledge to complete occupational tasks and produce work outcomes or results at the standard required.
Attitudes	Refers to associated beliefs, feelings, motivations, and values that influence a candidate to make decisions and act according to occupational standards and the professional work setting.



Competency-based methods help ensure that the ASCEND certification process is relevant, valid, acceptable, flexible, and traceable – in alignment with the ASEAN Guiding Principles.

The relevance principle confirms that the ASCEND certification reflects the current professional needs in the disaster management sector. The validity principle relates to the consistency and equitability of the assessment process. The acceptability principle is about aligning the ASCEND certification to other disaster management professional standards and good practices. The flexibility principle refers to the responsiveness of the ASCEND certification to changes or differences in disaster management work settings and job requirements. The traceability principle ensures that evidence is sufficient to grant the ASCEND certification.

Competency-based training (CBT) is a teaching strategy that aims to develop the candidate's knowledge, skills, and attitudes to become qualified and competent to perform in a particular occupation. CBT builds on the candidate's experience and uses different modes of instruction to assist them in meeting the standards and performance criteria defined in a unit of competency.

What do trainers do?

A trainer is someone who structures and facilitates the training of candidates to develop or increase their ability to communicate or demonstrate that they are competent in a specific unit of competency.

The role of trainers is to:

- interpret the scope and adapt the ASCEND competency standards to fit the context of where the training is taking place,
- adjust the training method and delivery of material to cater to learner diversity and needs, and
- assist candidates in preparing for competency-based assessments with the learning resources available.



Using the trainer's guide

The material in this trainer guide is designed to assist trainers in conducting learner-centric activities that recognise prior experience, maximise engagement, teach for understanding, and build on learner strengths. The guide provides suggestions on how to prepare training sessions that enhance candidate participation and minimise disruptions during the session. It also offers a list of equipment and tools that trainers may use to encourage interactive learning and supplement traditional methods like lectures, case discussions, demonstrations, group exercises, simulation games, role-playing, and independent research. Finally, it includes a copy of PowerPoint presentation slides and presenter notes to guide trainers on what key messages to highlight during sessions.

Remarks: *Trainers also need to consider the diverse backgrounds (e.g., cultural, linguistic, social) and needs of candidates when planning and delivering the training. Trainers may have to adapt their training style to suit student preferences, use alternative activities for different levels of ability, and provide opportunities for various forms of participation.*





ASCEND Competency Standards



ASCEND

3.1

Competency standards

Competency standards are a set of industry-accepted benchmarks that defines the experience, knowledge, skills, and attitudes professionals need to perform well in an occupation. It also reflects the requirements of work settings and considers the developments in the disaster management profession.

3.2

ASCEND Competency Standards

The ASCEND Competency Standards identifies the key features of work in selected disaster management professions, and performance standards professionals need to meet to be deemed competent. It also provides the list of the forty-three (43) core and technical competencies that serve as the basis for defining the regionally recognised disaster management qualifications across the ASEAN Member States. The five (5) professions covered by the ASCEND Competency Standards include Rapid Assessment, Humanitarian Logistics, Information Management, WASH, and Shelter Management. Under these professions are five (5) categories of occupations: Manager, Coordinator, Officer, Promoter, and Engineer. Overall, there are fifteen (15) profession-occupation combinations (e.g., humanitarian logistics manager, information management coordinator, WASH promoter).

Each ASCEND Competency Standard has its dedicated Toolbox documents: an SOP, Certification Scheme, Assessor Guide, Trainer Guide, and Learner Guide. One SOP applies to all profession-occupation combinations covered by the ASCEND certification. The Certification Schemes, one for each of the profession-occupation combinations. Both these documents align with the AQRF Level Descriptors, Section 4: Guiding Principles and Protocols for Quality Assurance of the AGP (pp. 36-40), and ASEAN Disaster Management Occupations Map. The Certification Schemes also outline the ASCEND competencies under selected professions and occupations, eligibility criteria, basic requirements and rights of candidates, and obligations of certification holders. Assessor Guides describe the components of particular competency standards and offer tools to determine the candidate's qualifications. Trainer and Learner Guides expound on a given competency standard's elements and performance criteria for learning and assessment preparation purposes.

The ASCEND Competency Standards and its derivative Toolbox documents will be reviewed and updated every five (5) years to ensure it reflects changes



in the disaster management profession and remains relevant. The Toolbox documents may also serve as a reference for ASEAN Member States' seeking to develop and implement national-level competency-based certification processes based on their respective capacities and needs. Table 2 describes its main components.

Table 2: *Components of the ASCEND Competency Standards*

Component	Description
Unit title	Describes the critical work function to be performed in an occupation.
Unit number	<p>A coding system to organise the units of competency. It also indicates the types of competency standards.</p> <ul style="list-style-type: none"> • ADM.COR.000.0 are core competencies. These are general professional knowledge and skills related to international humanitarian principles and disaster management standards, including ASEAN mechanisms and procedures. • ADM.TEC.000.0 are technical competencies. These are specific knowledge and skills needed to perform effectively in work areas under their chosen disaster management profession and occupation.
Unit description	Provides information about the critical work function covered by the unit.
Elements	Presents the occupational tasks required to perform the critical work function in the unit.
Performance criteria	Lists the expected outcomes or results from the occupational tasks to perform and the standard required.
Unit variables	Advises on how to interpret the scope and context of this unit of competence.
Assessment guide	Outlines the evidence to gather and evaluate to determine whether the candidate is competent in the unit.
Linkages to other units	Explains the connection of the competency standard to other units of competency.



Critical aspects of assessment	Lists the types of evidence or demonstrated abilities assessors need to observe to determine the candidate's competency.
Context of assessment	Notes the settings or situations in which candidates need to demonstrate their ability during ASCEND assessments.
Resource implications	Identifies the resources needed to conduct the assessment.
Assessment methods	Describes the different assessment methods to assess the competency of candidates in the specific unit.
Key competencies	Presents the specific knowledge, skills, and attitudes related to the unit of competency that assessors need to evaluate to confirm whether the candidate for certification is qualified and competent.



3.3

Unit of Competency

Unit title : **Apply Knowledge on Logistics Operation**
Unit number : **ADM.TEC.014.1**

Unit description : This unit deals with the skills and knowledge required to understand storage and transport management, it provides all the information, knowledge and skills to supervise emergency logistics operations undertaken by local authority.

ELEMENT AND PERFORMANCE CRITERIA	UNIT VARIABLE AND ASSESSMENT GUIDE
<p>Element 1. Apply warehouse management</p> <p>1.1 Identify basic warehouse</p> <p>1.2 Identify hub operations</p>	<p>Unit Variables</p> <p>The unit variables provide advice to interpret the scope and context of this unit of competence. It relates to the unit as a whole and facilitates holistic assessment.</p> <p>This unit provides advice and knowledge on transport and warehouse management for a logistics officer who will be the front liner to supervise a logistics operation.</p>
<p>Element 2. Apply transport management</p> <p>2.1 Identify transport mode (road, rail, water, and air transport)</p> <p>2.2 Identify transport management objectives and types of goods movement related to transport</p> <p>2.3 Identify custom clearance process</p>	<p>Warehouse Management section will ensure the logistics officer can effectively supervise the warehouse operation based on the rules and regulations of the organisation.</p> <p>This unit provides clear advice and knowledge to run a humanitarian warehouse operation, how to handle the relief aids, the responsibilities of a storekeeper, warehouse activity, warehouse maintenance and cleanliness, quality and quantity control, pest management and introduction to relevant warehouse forms and report.</p> <p>Meanwhile on Introduction to Transport: Types of transport selection, geographical conditions of the transport access and consideration in selecting the mode of transport: land, air and sea will be elaborated here to give a clear picture for a logistics officer of the roles and importance of transport management in providing a speedy (Effective and Efficient) cargo or relief aids movements. In addition to that, Logistics Officer to have basic knowledge of</p>



custom clearance mechanisms applied for the respective country.

Assessment Guide

The following skills and knowledge must be assessed as part of this unit:

- Ability to supervise warehouse operations
- Ability to identify hub operations
- Ability to identify types of transport mode
- Ability to analyse geographical conditions in deciding which mode of transport to be selected
- Ability to identify characteristics of a different mode of transport
- Ability to identify the challenges in national and international movement
- Ability to identify customs formalities

Linkages to other Units

The warehouse and transport modules are technical modules for a logistics officer, and these modules are linked to the modules of logistics principles and humanitarian logistics.

Critical Aspects of Assessment

Evidence of the following is essential:

- Demonstrated ability to supervise warehouse operations
- Demonstrated ability to identify hub operations
- Demonstrated ability to identify types of transport mode
- Demonstrated ability to analyse geographical conditions in deciding which mode of transport to be selected
- Demonstrated ability to identify characteristics of a different mode of transport
- Demonstrated ability to identify the challenges in national and international movement
- Demonstrated ability to identify customs formalities
- Demonstrated to carry out a real-time evaluation of an emergency operation or humanitarian response improves operational decision-making.



Context of Assessment

This unit may be assessed on/off the job

- Assessment should include practical implementation of the knowledge about logistics principles and humanitarian logistics through a simulation activity, supported by a range of methods to assess underpinning knowledge
- Assessment must relate to the individual's work area of responsibility

Resource Implications

Training and assessment to include access to a real workplace and observing how a warehouse operation is conducted. Guidelines, protocols, tools and equipment are used.

Assessment Methods

The following methods may be used to assess competency for this unit:

- Case studies
- Observing of practical performance by participant
- Oral and written questions
- Portfolio evidence
- Problem-solving
- Roleplays
- Third-party reports completed by a supervisor
- Project and assignment work

Key Competencies in this Unit

Level 0 = irrelevant, not to be assessed

Level 1 = competence to undertake tasks effectively

Level 2 = competence to manage tasks

Level 3 = competence to use concepts for evaluating

Key Competencies

Level

Examples



Collecting, organising, and analysing information	2	Supervise warehouse activities
Communicating ideas and information	2	Coordinate with warehouse staff
Planning and organising activities	2	Create transport plan
Working with others and in teams	2	Coordinate with service provider
Using mathematical ideas and techniques	2	Calculating the food requirement
Solving problems	2	Dealing with government bureaucracy
Using technology	2	Familiar with computer software, smartphone, etc.





Preparing for Training Sessions:

Equipment, Material, and Tools



ASCEND

4.1

Onsite training

Please refer to the checklist and table below when conducting onsite training.

Checklist	Training resource requirements
Tick box (✓) when completed	Equipment and material
<input type="checkbox"/>	Secure a computer (desktop or laptop) installed with the latest Windows Operating Systems and Microsoft Office Apps (Word, PowerPoint, Excel).
<input type="checkbox"/>	Gain access to a stable internet connection and printer, if needed.
<input type="checkbox"/>	Reserve a conducive training facility with a dedicated workspace (large desk and chair with back support), projector, and black/whiteboards.
<input type="checkbox"/>	Obtain a copy of the Trainee Guide, including PowerPoint (PPT) presentation and presenter notes. Test if the PPT presentation is working before sessions.
<input type="checkbox"/>	Request a list of confirmed attendees (candidates) and their contact details.
<input type="checkbox"/>	Send training invitations to all confirmed attendees through email. It includes a brief overview of the training, date, schedule, training venue, information about the trainer, email support, and a copy of the Trainee Manual (PDF version).
<input type="checkbox"/>	Print out copies of the Trainee Manual, if needed.



4.2

Online training

Please refer to the checklist and table below when conducting online training (remote).

Checklist Tick box (✓) when completed	Training resource requirements Equipment and material
<input type="checkbox"/>	Secure a computer (desktop or laptop) installed with the latest Windows Operating Systems and Microsoft Office Apps (Word, PowerPoint, Excel).
<input type="checkbox"/>	Gain access to a stable internet connection.
<input type="checkbox"/>	Purchase a licensed video conferencing account, if needed (e.g., Zoom Meetings, Webex).
<input type="checkbox"/>	Reserve a dedicated workspace (large desk and chair with back support).
<input type="checkbox"/>	Obtain a copy of the Trainee Guide, including PowerPoint (PPT) presentation and presenter notes. Test if the PPT presentation is working before sessions.
<input type="checkbox"/>	Request a list of confirmed attendees (candidates) and their contact details.
<input type="checkbox"/>	Send training invitations to all confirmed attendees through email. It includes a brief overview of the training, date, schedule, Zoom log-in details, information about the trainer, email support, and a copy of the Trainee Manual (PDF version).

The list below recommends apps and tools that trainers may find helpful when planning and delivering the training. Trainers need to register and create their accounts before using the apps and tools.

Apps and tools	Description
Zoom	Zoom is a software program that provides a multi-user platform for video and audio conferencing. It has built-in collaboration and presenter tools



useful in planning and delivering online training sessions like calendar integration, group chat, screen sharing, breakout rooms, and whiteboard functions.

<https://zoom.us/>

For collaboration, group exercises, lectures, and demonstrations.

Lucidspark

Lucidspark is a virtual whiteboard where training attendees can come together to create, develop, and present their ideas. It can be used for brainstorming, group presentations, and organising notes.

<https://lucidspark.com/>

Ziteboard

Ziteboard is a collaboration software ideal for discussing topics visually and online real-time tutoring. It works seamlessly on different devices (laptops, tablets, and mobile devices) and web browsers (Apple Safari and Google Chrome).

<https://ziteboard.com/>

For activities that test student understanding (quizzes) and decision-making (simulation games)

Kahoot

Kahoot is a game-based learning platform that allows users to generate multiple-choice quizzes for distance education. Users can create a learning game on any topic in any language, and they can host a live game and share it with users.

<https://kahoot.com/>

Quiz It! Live

Quiz It! Live is an app similar to Kahoot that allows users to create and host live quizzes for groups. It also comes with automated timing, scoring, and marking.

<https://www.quizit.net/>

For gathering feedback, ideas, or responses

Google Forms

Google Forms is a survey administration software for collecting and organising different kinds of information. Responses are automatically gathered and neatly presented in charts, sheets, and more.

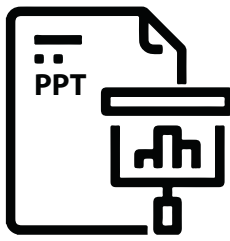
<https://www.google.com/forms/about/>

Survey Monkey

Survey Monkey is the world's most popular free online survey tool. Similar to Google Forms, users can create, send, and edit questionnaires.

<https://www.surveymonkey.com/>





PowerPoint Slides and Presenter Notes



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5.1

Instructions for using PowerPoint presenter

The PowerPoint **Presenter View** allows you to view your presentation together with the presenter notes on your computer's monitor, while attendees view the note-free presentation on another monitor. It allows you to move the slides, control the pace of the presentation, see the elapsed time of your presentation, and use a tool to draw on point or highlight parts of the presentation.

Connect your computer (desktop or laptop) to a projector. Double click on the PowerPoint presentation to open the file. In PowerPoint, click on the **Slide Show** tab and select the **Use Presenter View** checkbox. Choose which monitor to display Presenter View **ON**. Finally, select **From Beginning** or press f5.

For more information, visit the Microsoft PowerPoint help & learning website:
<https://support.microsoft.com/en-us/powerpoint>

A video tutorial is available here:
<https://support.microsoft.com/en-us/office/use-presenter-view-in-powerpoint-fe7638e4-76fb-4349-8d81-5eb6679f49d7>



5.2

PowerPoint slides and presenter notes

Image 1: Slide 1



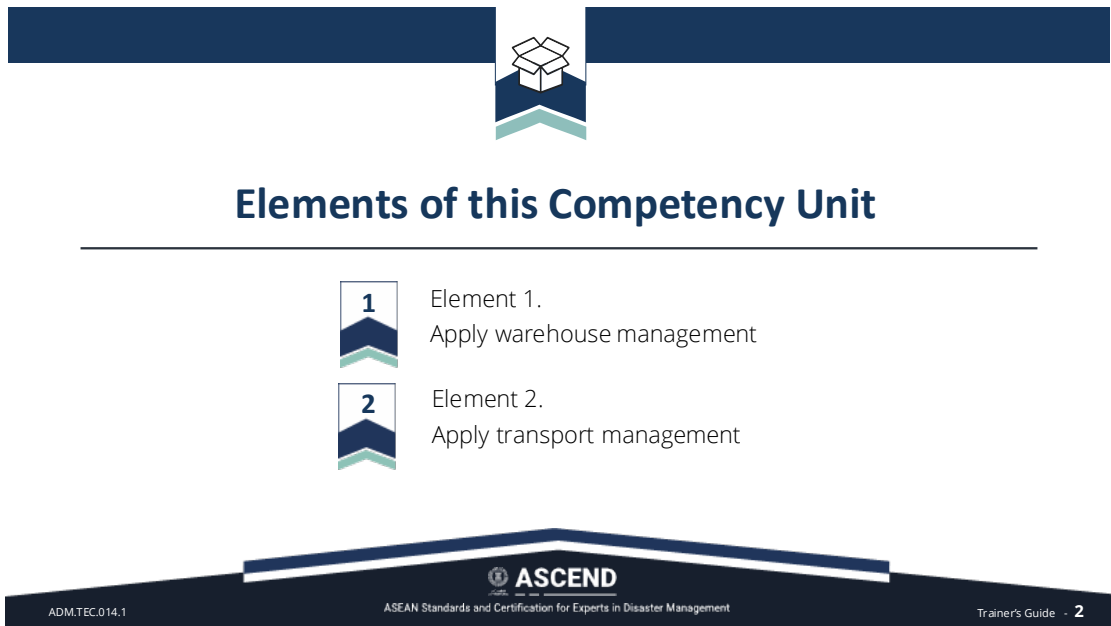
Slide No.

1

Trainer Notes

Trainer welcome students to class.



Image 2: Slide 2

The slide features a dark blue header with a white box icon in the center. Below the header, the title "Elements of this Competency Unit" is displayed in a large, bold, dark blue font. Underneath the title, there are two numbered elements, each with a blue and white chevron icon to its left. Element 1 is "Element 1. Apply warehouse management" and Element 2 is "Element 2. Apply transport management". At the bottom of the slide, there is a dark blue footer with the ASCEND logo and text: "ASEAN Standards and Certification for Experts in Disaster Management". The footer also includes the text "ADM.TEC.014.1" on the left and "Trainer's Guide - 2" on the right.

Elements of this Competency Unit

- 1 Element 1.
Apply warehouse management
- 2 Element 2.
Apply transport management

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ADM.TEC.014.1 Trainer's Guide - 2


Slide No. 2

**Trainer
Notes**

Read the “Competency Unit” in the Trainer Guide and introduce the elements of the competency unit to learners.

- Each Element comprises a number of Performance Criteria which will be identified throughout the class and explained in detail
- Participants can obtain more detail from their Learner's Guide
- At times the course presents advice and information about various protocols. Still, where their workplace requirements differ from what is presented, workplace practices, standards, policies, and procedures must be observed.




Image 3: Slide 3

Element 1

Apply warehouse management

Performance Criteria

- 1.1 Identify basic warehouse management
- 1.2 Identify hub operations



ADM.TEC.014.1 ASEAN Standards and Certification for Experts in Disaster Management Trainer's Guide - 3

Slide No. **3**

Trainer Notes Briefly talk about the sub-elements of Element 1 and why it is essential for Humanitarian Logistics professionals to know these.



Image 4: Slide 4



Identify basic warehouse management

1.1

Introduction

In a humanitarian context, a warehouse is a planned space for storing and handling supplies and equipment in different stages between the point of item sourcing and the point of end-use or distribution.



It is also a point for stock status-related information sharing and reporting.

A stock generally refers to all commodities stored in the warehouse except registered assets in the Asset List.



Warehouse management is the process, control, and optimisation of warehouse operations from inventory entry into a warehouse - or multiple warehouses - until the goods can be distributed to beneficiaries.

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ASEAN Standards and Certification for Experts in Disaster Management

Trainer's Guide - 4

Slide No. **4**

Trainer Notes

- Being able to respond quickly is a critical factor for ensuring the effectiveness of disaster relief efforts.
- One of the biggest challenges that supply chain managers face is how to store materials in convenient and cost-effective locations.
- Every logistician needs basic knowledge about proper warehouse management.



Image 5: Slide 5



Identify basic warehouse management

1.1

Two main functions in managing a warehouse

Logistics function	Program function
<ul style="list-style-type: none"> • Involves the internal relationship, the partnership inside an organization or a community, or the collaboration of an organization with competitors and non-competitors. • There are three (3) types of horizontal coordination, depending on the level of integration (single to more tasks, over short-term to long-term). 	<ul style="list-style-type: none"> • Refers to planning commodities distribution, replenishment, approving commodities released from stock, and managing distribution records.

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ASEAN Standards and Certification for Experts in Disaster Management

Trainer's Guide - 5

Slide No. 5

Trainer Notes

The two main functions involved in managing a warehouse are logistics and programs.

- **Logistics function** includes managing and documenting warehousing and transport-related parts of the supply chain pipelines from items acquisition through procurement, donation, or internal transfer.
- **Program function** refers to planning commodities distribution, stock replenishment, approving commodities release from stock, and managing distribution records.

In this section, we will focus on the logistics function of the warehouse.



Image 6: Slide 6

Identify basic warehouse management

1.1

Logistics function in the warehouse: Storage planning

In storage planning, it is essential to know:

- Commodities are to be stored in the warehouse, including the quantity and physical form.
- The distribution pattern and ways it can develop.
- The organisation owns the equipment and infrastructure and is used for loading-unloading processes and storage.
- Staff needed to run this entire process (warehouse management staff, loaders, security, cleaners, etc.)



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ASEAN Standards and Certification for Experts in Disaster Management

Trainer's Guide - 6

Slide No. 6**Trainer
Notes**

In a warehouse operation, stock management will start planning until the goods leave the warehouse for distribution.





Identify basic warehouse management

1.1

Storage planning

- Logisticians have to ensure that there is enough space in the warehouse.
- Warehouse space management is a set of activities for arranging and planning for optimal utilisation of available storage space, facilitating the smooth handling and management of commodities, and ensuring staff safety.

Several parameters/calculations to consider:

Total Warehouse Surface: expressed in m ² (Warehouse inner Length x Width)	Average usable surface in % 70-75% of the surface
Total Warehouse Volume: expressed in m ³ (Warehouse inner Length x Width x Height)	Average usable volume in % 30-50% of the volume

Usable warehouse space is roughly 50% of the actual space in small warehouses (under 50 m²) and up to 70-75% in large warehouses. This will allow for open space for ventilation, corridors, aisle, gangways between the stacks and the walls.

Calculation of volume and available space

- Volume of a box = Length x Width x Height

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Trainer's Guide - 7

Slide No. 7

Trainer Notes

Example: IFRC kitchen set:

- L = 30 cm (= 0.3 m); W = 30 cm (= 0.3 m); H = 27 cm (= 0.27 m)
- Unit volume of 1 kitchen set = $0.3 \times 0.3 \times 0.27 = 0.0243 \text{ m}^3$
- Total volume of 50 kitchen sets = $0.0243 \text{ m}^3 \times 50 = 1,215 \text{ m}^3$
- Total volume of all your items = sum of all total volumes per item
- Available space = length x width x height of the empty space in your storage area
- An example: internal of a 20 ft. container: L = 5.87 m; W = 2.33 m; H = 2.35 m
- Total available space = $5.87 \times 2.33 \times 2.35 = 32.14 \text{ m}^3$ (This is completely Filled)
- Total space for storage = 70% of $32.14 \text{ m}^3 = 22.49 \text{ m}^3$
- Total space available in a half-filled container:
 - Sum of the volume of the empty spaces you can use for storage
 - Or total space for storage minus the volume of space already occupied
- The same rules apply when using feet, yards, and cubic yards.



Image 8: Slide 8



Identify basic warehouse management

1.1

Logistics function in the warehouse: Goods reception process

What is important to check:

- Document date and Document Number to be inputted into the General Ledger
- Status of goods (Procurement, Donation, Borrowing, etc.)
- When procuring, the name of the company/vendor that delivers the goods
- The name of the shipping company, if different from the procurement company/vendor
- The descriptions of the items delivered
- Specifications of goods shipped
- The number of items shipped, complete with the units

Documents that are usually attached to shipments of goods:

- Consignment Note (Air Waybill, Bill of Lading)
- Delivery Order (Dispatch Notes)
- Packing List (List of Package Contents)
- Other supporting documents (Contract, Invoice, etc.)



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Slide No. 8

Trainer Notes

- Goods Reception is one of the main activities in a warehouse that involves receiving incoming shipment/consignment into the warehouse for storage.
- The most important feature of the goods reception process is receiving, checking, and stocking commodities properly in the allocated warehouse as quickly and efficiently as possible.
- Sharing information at all levels helps ensure that this process is conducted efficiently, minimising demurrage charges incurred for unnecessary delays.



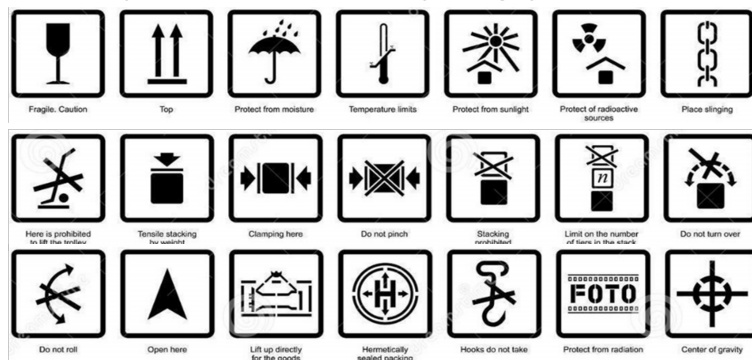
Image 9: Slide 9



Identify basic warehouse management

1.1

Goods inspection and international packing symbols



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Slide No. 9

Trainer Notes

Goods inspection:

- The warehouse staff will start the receiving process in the warehouse after establishing the correct unloading area and ensuring that it is safe and suitable for the exercise
- Check the goods quantity, condition, possible damage, and where appropriate, carry out required quality checks and immediately report any anomalies for corrective action
- Complete the Waybills/consignment notes of the incoming trucks and report to the storekeeper in case of discrepancies in quantities
- Count the packages/bags as they are unloaded- write the tally details on the delivery note or waybill and ask the truck driver to countersign.

The physical inspection process includes the following conditions:

- Damaged packages, torn sacks
- Split paper sack
- Collapsed boxes
- Wet or water-stained packages
- Unsewn sacks
- Open cartons
- Leakages & spillages
- Damaged packages inside cartons
- Dented and buckled tins
- Swollen (blown) cans
- Insect on the surface of packages
- Underweight bags

If any of those issues are detected on the commodities:



- Separate the damaged goods from the rest of the delivery
- Record the number of damaged packages
- Stack the defective packages separately
- Do not mix different types of damaged goods
- Deal with the wet packages
- Then, as soon as possible, complete the tasks below:
 - Repair damaged packages
 - Mend sack by sewing
 - Use tape on cartons
 - Repack split bags or place the split bag inside another sack
 - Re-stack repaired packages separately
 - Report discrepancies and condition/quality problems at once.

Checking the international packing symbol on the package:

Checking the symbols on the outer packaging is very important to help know how to handle, store and distribute the goods on the packaging.



Image 10: Slide 10



Identify basic warehouse management

1.1

Logistics function in the warehouse: Storage

Well-organised storage with good storage conditions helps preserve the quality of stored items, avoid unnecessary safety and security risks, and organises the flow of commodities in and out of the warehouse.

- Storage space must be carefully planned to accommodate maximum expected and contingency stock levels.
- Goods must be segregated and reported by the project.
- Donated and purchased items must be segregated physically and documented separately.
- Transactions must be documented as they occur to maintain up-to-date records.
- Observe what commodities must be stored separately (i.e., dangerous or high-value items).
- Fast-moving goods should be easy to pick up and kept close to the exit. Slow-moving goods are placed at harder-to-reach areas away from the exit to optimise handling.
- Damaged and expired items intended for safe disposal must be separated from the good stock. The disposal of goods requires approval and is recorded on a file.



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Slide No. 10

Trainer Notes

Storage is an activity of warehouse management referring to the movement of the commodities from the receiving area and placing them in a pre-defined location within the warehouse either on the floor (with pallets or plastic sheeting), shelf or rack.

- Well-organised storage with good storage conditions helps preserve the quality of stored items, avoid unnecessary safety and security risks, and organise the flow of commodities in and out of the warehouse.



Image 11: Slide 11



Identify basic warehouse management

1.1

Logistics function in the warehouse: Kitting and dispatching

Picking, kitting and repacking – How to do it

- Make sure you have clear instructions of what items need kitting (detailed information of the kit)
- Organise labour and allocate equipment (gloves, masks etc.) to do the work
- Prepare and clean the processing area
- This process must be supervised by at least one storekeeper and tally clerk
- Take note of damaged goods/discrepancies in quantities and replace such items
- The completed kits need to be moved to a dedicated dispatch area and attach a stack/bin card to it


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Trainer's Guide - 11

Slide No. 11

Trainer Notes

- Picking, kitting, and repacking refers to warehouse activities that bring different items from different locations within the warehouse into one location. It also involves assembling the items to make up consignments ready to be transferred to the dispatch area.
- This operation is often labour-intensive, involving handling individual items, whereas other activities often involve bulk handling. It is also one of the activities that entail the highest cost to conduct.



Image 12: Slide 12



Identify basic warehouse management

1.1

Logistics function in the warehouse: Kitting and dispatching (continued)

- Ensure you have official requisition/instruction for dispatch: type of commodities, number of items to dispatch, and the transport order. You can find detailed instructions on the GIO prepared by the stock owner.
- The warehouse manager to contact the transporter. The warehouse staff will only release commodities from the warehouse after receiving an official requisition/official instruction from management
- If the instruction is unclear, the warehouse staff should immediately seek clarification from the warehouse manager
- Mobilise labour for the planned dispatch(es). On the dispatch day, requested trucks will be registered at the gate by the security guards
- The freight order which the truck drivers carry will be given to the warehouse staff for dispatch purpose. The warehouse staff to supervise the loading process tallying the commodities as they get loaded onto the truck
- Warehouse staff will also fill in the offloading form once the loading is completed, then submit the offloading form to the storekeeper. Finally, the warehouse staff will fill in the dispatch waybill based on the loading form.
- Trucks should be clean before loading. Clean tarpaulins should be made available to collect spillages and also cover the food in case it rains while loading. After loading and waybill is issued to the driver, the stack/bin cards and stock ledger should immediately be updated.



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Slide No. **12**

Trainer Notes

Dispatching is a warehouse activity that involves moving or transporting the commodities out of the warehouse to the final discharge point or the beneficiaries.



Image 13: Slide 13



Identify hub operations

1.2

Introduction

A logistics hub is an area where all the activities relating to logistics: transport, storage, handling, and goods distribution are centralised in a strategic location(s).



Logistics hubs significantly impact the efficiency of transportation systems since they are directly involved in the flow of goods.

It is necessary to position these hubs on a network correctly to increase the efficiency of logistical services.



The purpose of a logistics hub is to make commodities available to different distribution locations through the best possible connections, allowing for better use of available logistical services and transportation infrastructure.



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Slide No. 13

Trainer Notes

The typical activities of the logistics hub include:

- Coordination
- Transport
- Storage
- Handling
- Distribution
- Information management
- Reporting



Image 14: Slide 14



Identify hub operations

1.2

Different kinds of logistics hubs to support various functions and locations:

Global/Regional Hub

To support other global/regional hubs
To support in-transit hubs
To support staging locations (depending on staging location)

In-transit Hub

To support other in-transit hubs
To support global/regional hubs
To support staging locations
To support main and field warehouses

Staging Location

To support in-transit hubs
To support main and field warehouses
To support Final Delivery Points-FDPs (directly, in a few cases)

Main Warehouse

To support in-transit hubs
To support other branch or field warehouses
To support FDPs (directly, in a few cases)

Field Warehouse

To support other field warehouses and to run the field warehousing operation
To support FDPs

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Slide No. 14

Trainer Notes

Benefits of Having a Field Logistics Hub:

- For buffer stock location
- For stock preposition location
- For staging location
- For transit point location
- For breaking bulk location
- For kitting & repacking location
- For FDP location (in a few cases)



Image 15: Slide 15

Element 2

Apply transport management

Performance Criteria

- 2.1 Identify transport mode (road, rail, water and air transport)
- 2.2 Identify transport management objective and types of goods movements related to transport
- 2.3 Identify custom clearance mechanism



Slide No. **15**

Trainer Notes

Briefly talk about the sub-elements of Element 2 and why it is essential for Humanitarian Logistics professionals to know these.

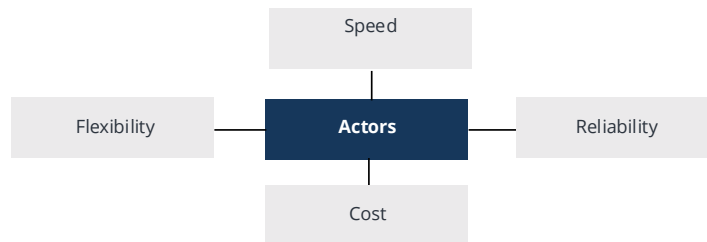




Identify transport mode

2.1

Parameters in selecting the mode of transport



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Slide No. 16

Trainer Notes

Parameters in selecting the mode of transport:

a. Speed

The mode of transportation determines the speed at which goods can be moved. However, the modal infrastructure's nature can impact the relative speed of that mode. Environmental factors, such as congestion on roads and the impact of adverse weather conditions, can impact the ability of transportation to move at the optimal modal speed.

b. Reliability

The reliability of the mode of transport lies in its ability to fulfil service requirements. The reliability of a transport service to deliver the correct goods, in the proper condition at the required time, every time, is critical. Unreliable service in terms of planned aid delivery can have a critical impact on the ability of a program team to meet its humanitarian objectives.

c. Cost

The cost of a mode of transport is often expressed in terms of unit costs for transporting the goods or materials, rather than an absolute figure. It could be expressed as a cost per sack, per ton, per pallet or similar. The distance the goods have to travel must also be considered. Therefore, modal cost can also be expressed as a value per ton kilometre. For instance, transport could be quoted as a cost per 24-ton load from point A to B.

Understanding costs at this level of detail allows for more precise comparison of different modes. If the goods are in the form of a full load and there is a choice of available modes for the consignment size, the absolute cost for transportation could be compared.

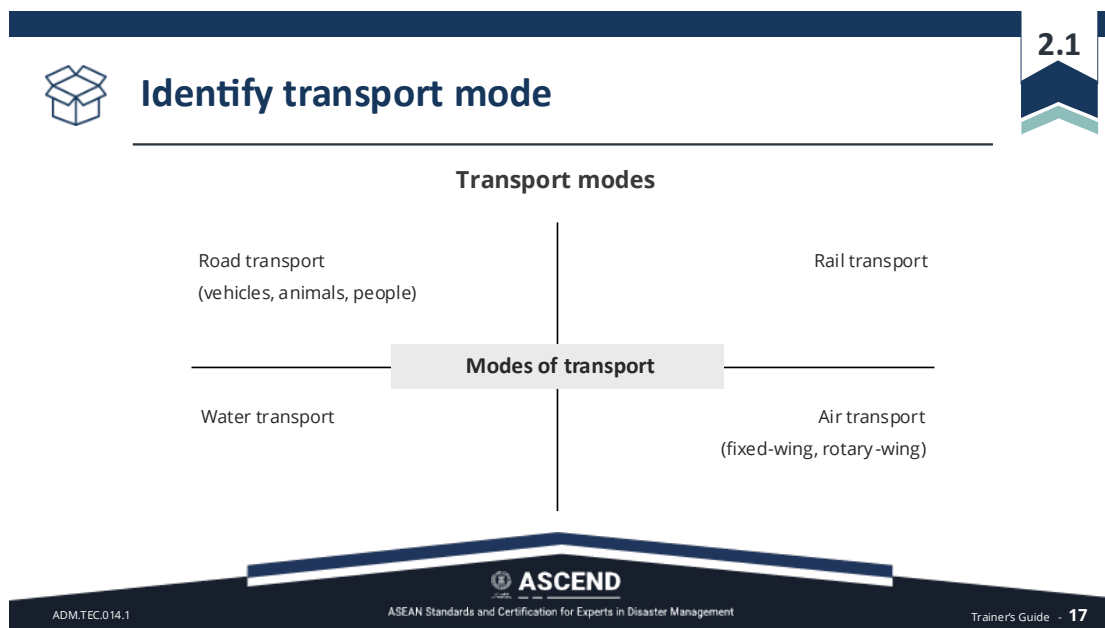
d. Flexibility



Flexibility relates to the scope for variation in a mode of transport. The infrastructure within which a mode has to operate will affect the flexibility of that mode. Comparatively speaking, road transport is a very flexible mode due to the road infrastructure in most countries. Rail, for example, is less flexible, being constrained by the available fixed infrastructure.



Image 17: Slide 17



Slide No. 17

Trainer Notes

Road transport considerations:

- Primary, secondary, village roads and tracks
- Security concerns and measures for particular routes or locations. Would the routes become impassable due to floods, snow, landmines or insecurity?
- The types and sizes of cargo trucks that can pass on each road type/route (noting seasonal variations)
- Bridges: types and capacities weight limits
- Fuel
- Potentially dangerous overhangs: Steep hills, tunnels
- River crossings or ferries with expected delays, tolls, etc.,
- Present and foreseeable bottlenecks and possibilities to overcome them to increase the efficiency of the operation

Rail transport considerations:

- Condition of rail tracks
- Present level of cargo movement: any anticipated changes
- Major transit points: location, wagon capacity, sidings, storage capacity
- Reliability and security of cargo movements
- Type and number of usable cargo rail-wagons
- Type and number of usable locomotives
- Rate of through-put from points of origin to storage facilities
- Procedures at transit points
- Security concerns and measures for specific routes or locations
- Type and access to fuel
- Present and foreseeable bottlenecks

Water transport consideration:

Port



- Permissible vessel specifications for bulk and bagged cereal
- Cargo handling equipment – numbers and capacity of cranes and forklifts
- Discharge rates to warehouses, trucks, rail wagons, barges
- Location, number of quays
- Present level of functioning
- Superintendence, shipping and forwarding agencies present and their fee rates
- Current and foreseeable bottlenecks, possibilities to overcome them and increase efficiency
- Customs procedures, handling costs, taxes
- Security concerns

River corridors

- Draught, speed of current, permissible vessel specifications and carrying capacity (with seasonal variations), tides
- Customs and other considerations where a river marks an international frontier
- Local norms/practices for contracting river transport
- Available boats, barges, tugs, canoes
- River width, length, hazards (rapids)

Air transport considerations:

- Runway length, width, surface, load classification and orientation
- Location and height of any obstructions along the runway or in approach/departure zones
- Present and potential weather constraints (e.g., fog, strong winds)
- Aircraft types that can operate
- Available navigation aids and support
- Availability of night lighting and the reliability of power supplies
- Operating hours: the level of sustainable activity, times when relief aircraft can be best be accommodated
- Air operations that are present and occur regularly
- Customs procedures



Image 18: Slide 18



Identify transport management objectives and types of goods movement related to transport

2.2

Introduction

When designing an emergency supply transport strategy, it is not enough to consider in the abstract the best means of transport or the resources needed to mobilise supplies from destination A to B.



Transport is the link in the logistics chain that makes it possible for emergency humanitarian assistance to reach its destination.

The movement of supplies within the country or area of operations is only one part of the process.



The arrival of goods from abroad—donated by the international community or acquired by a disaster relief organisation—has its logistical challenges.

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Trainer's Guide - 18

Slide No. **18**

Trainer Notes

Logisticians must understand how the transport units are managed, the types of transport available, and the geographical conditions their chosen mode of transportation will operate in.





Identify transport management objectives and types of goods movement related to transport

2.2

Two main issues when deciding the means of transport

The needs	Feasible forms of transport
<ul style="list-style-type: none"> • How urgently are the supplies needed? • What type of supplies have to be shipped? • How large and heavy is the shipment going to be? • What is the destination? • What distances must be traversed? 	<ul style="list-style-type: none"> • What means of transport are available? • How much do they cost? • How much can the organisation afford? • How hard is it to reach the intended destination, given the weather and the state of available routes?



Slide No. 19

Trainer Notes

- Getting emergency supplies from their point of origin to their final destination involves using different means of transport over air, land, or water.
- The various means of transport have advantages and disadvantages ranging from the cost of operations to their transport capacity and speed. There are two main issues when deciding which means of transportation to use: the needs on the ground and feasible forms of transport.
- Resources might not always be available to obtain the ideal form of transportation. Even when there are enough resources, the chosen mode of transport may not always be available. Or conditions in the field may rule out its use.
- It is not enough to determine what mode of transport is needed. It is also crucial to assess whether it is feasible to use it. There should be an alternative for every means of transport chosen should circumstances prevent its use.

Certain factors must be kept in mind when determining the types of transport needed:

- The nature of the supplies to be transported
- The weight and volume of the load
- The destination: distance, access to the delivery point (by air, water, land), and the condition of the access routes
- The urgency of the delivery.





Identify customs clearance mechanism

2.3

Introduction

Conducting and sustaining humanitarian assistance programs rely on transporting goods and services for operations. Commercial service providers usually carry out international transportation services in a stable environment.



Transportation services in crisis areas are subject to security and safety constraints. Transportation costs in emergency and disaster contexts can be very high. Sometimes these costs exceed the purchasing price of aid and relief goods.



One of the biggest challenges faced by logisticians when delivering aid and relief is gaining customs clearance. The process of customs clearance tends to be complex and differs in each country.



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Trainer's Guide - 20

Slide No. 20

Trainer Notes

- Humanitarian organisations are subject to national laws and regulations and must therefore clear goods for exportation and importation like any other (commercial) organisation.
- National customs authorities may grant temporary or permanent exemption from duties, taxes, and fees for importing humanitarian assistance goods. Still, humanitarian organisations are by no means entitled to this preferential treatment.

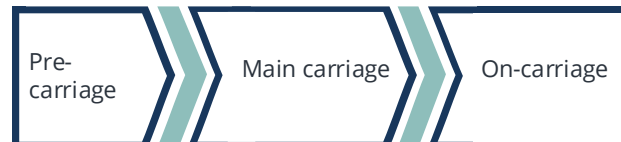




Identify customs clearance mechanism

2.3

Three phases of international transportation



Slide No. 21

Trainer Notes

International Transportation

The international transportation process has three phases:

Pre carriage

Pre-carriage covers packing and marking, issuing packing lists, loading consignments on vehicles at the supplier, international or regional distribution centre, (domestic) transport to the port of loading, and unloading vehicles at the seaport or airport. Depending on the purchase contract and Incoterms, pre-carriage may be the supplier's responsibility.

Main carriage

The main carriage covers transportation from the loading port to the final airport or seaport. The main carriage involves selecting freight forwarders, carriers, possibly chartering vessels or aircraft, contracting marine surveyors, transportation from the loading port to the final airport or seaport, and unloading.

On-carriage

On-carriage, or downstream carriage, covers inland transportation in the recipient country from the airport or seaport to the logistics hub or main warehouse or directly to the distribution centre. This third phase involves port operations (docking and unloading), customs clearance, storage at ports, assessment of damages and claims, and inland transportation to the final destination.

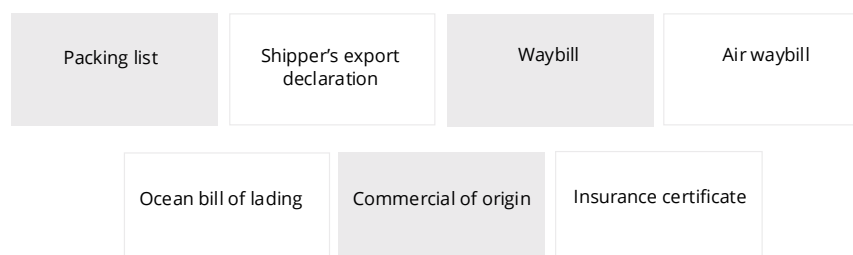




Identify customs clearance mechanism

2.3

Shipping documents



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Slide No. 22

Trainer Notes

- Documents for international shipping are usually far more complex to process than domestic documentation. The requirements differ according to the country where goods are exported to. Providing freight forwarders, carriers, and offices in charge of importation with complete and accurate shipping documents is essential to avoid unnecessary delays and penalties while crossing international borders.
- Often original shipping documents or copies must be sent to the receiving country operation for customs clearance, obtaining import permits, and possibly an exemption from taxes and duties before the arrival of goods.
- In some countries, detailed documents must be submitted to specific regulatory bodies (for example, the national drug regulatory authority of the Ministry of Health), in addition to customs clearance, for obtaining an importation permit before the arrival of goods.





Identify customs clearance mechanism

2.3

Customs clearance

Challenges With Customs	Explanation of Challenge
Bureaucratic and overly complex procedures	Overly complex and bureaucratic procedures are a common complaint, especially when authorisations and approvals have to be sought from many different government agencies in a short time. Bureaucracy works against the interest of the affected population.
Capacity constraints	Customs administrations can be short in staff, infrastructure or equipment, especially during the initial phase of a sudden onset disaster. Subsequently, the processing of large volumes of relief consignments becomes problematic.
Hastily developed ad hoc customs measures	Normal customs measures may not favour the requirements of an emergency response. However, hastily developed customs measures can cause confusion, tensions, and indecisions (i.e., decision-makers and operators "no longer know what is required to clear goods at the border").
Corrupt customs practices and bribery	Corruption amongst customs officials is a common concern amongst humanitarian responders. The disorder an emergency or disaster can cause provide many opportunities for corrupt practices. The most common form of this corruption are demands for bribes in exchange for clearing consignments held up by customs.
Missing, erroneous or wrong documentation	Inappropriate or incomplete documents make it difficult for officials to clear goods. Delays are inevitable. Officers are obliged to follow procedures. A better understanding and awareness of customs requirements amongst donors could help overcome such hurdles.
The nature and end-use of aid	Certain types of goods are sensitive, such as those with dual-use applications (i.e., can be used by both civilians and the military). Such goods include electronics, personal armour, and communications equipment. Export approval to ship such goods to where they are needed can be challenging to obtain. Other goods, such as pharmaceuticals, may be subject to further additional control requirements.
Inspections	Although a humanitarian effort calls for the quick clearance of relief goods through customs, certain types of controls may remain necessary and require attention.
Exemptions and simplified customs measures for relief consignments	The implementation of special customs relief measures that provide for exemption from import taxes is not guaranteed.
Lack of clear jurisdictions	A lack of clear jurisdiction between the different agencies and governmental and non-governmental entities working in a complicated humanitarian space can often lead to confusion and unnecessary delays in customs processing.

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Slide No. 23

Trainer Notes

- The effective management of the customs clearance process is critical for any humanitarian organisation as any delays or even failures can stop entire humanitarian assistance programs. It may even prevent them from starting altogether.
- It is necessary to understand the existing regulations, both from the country of origin and destination, before carrying out international orders to fulfil humanitarian program needs.
- Organisations can either hire staff with good knowledge of importation procedures or hire experienced clearing agents who process documents to clear goods. To ensure safe and appropriate storage at ports during customs clearance, clearing agents must be reliable and competent in the handling of humanitarian aid goods as well as have the proper storage facilities for those goods.



Image 24: Slide 24



Slide No. **24**

Trainer Notes Close presentation and thank the participants.





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