



Executive Summary

Qualification	Intermediate Occupational Certificate: Freight Handling Practitioner
Purpose	The purpose of this qualification is to prepare a learner to operate as a Freight Handling Practitioner. A Freight Handling Practitioner oversees the operational processes related to receiving, allocating, storing, picking, reconciling, and dispatching freight.
Qualification ID	122623
NQF Level	3
Minimum Credits	122
Duration	One year
Field	Services
Subfield	Transport, Operations, and Logistics
Quality Partner	TETA
Entry Requirements	An NQF Level 2 qualification

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Rationale

Freight Handling Practitioners play a vital role in the logistics and supply chain industry. Every product or material on the market was moved at some point in time, whether by road, rail, air or water, creating a growing demand for qualified Freight Handling Practitioners.

Freight Handling Practitioners play a critical role in ensuring the safety and security of shipments. They adhere to strict protocols for handling hazardous materials, perishable goods, and sensitive cargo, minimizing the risk of accidents and incidents that could harm people and the environment, thus benefitting society. Furthermore, the freight handling industry is labour-intensive, providing numerous job opportunities to individuals with varying skill levels and educational backgrounds. By creating employment opportunities, freight-handling practitioners contribute to local economies and support livelihoods.

Qualifying learners will be able to:

- Maintain operational processes related to the receiving, verification and allocation of freight.
- Maintain operational processes related to the storing and picking of freight within a managed environment.
- Apply basic key concepts to maintain operational processes related to the reconciliation and dispatching of freight.
- Maintain administrative and reporting processes related to the receiving, storing and dispatching of freight.

The KLM Empowered Learning X Perience

X Plore

For each of the integrated learning blocks, learners explore content on their own before engaging with others. Guided by self-study plans and diagnostic self-assessment, they formulate their own insights to share.


X Cite

Learners receive a welcome letter and an X Perience Map detailing the flow of their qualification. An orientation session helps them to understand the benefits and career options linked to the qualification.


X Tend

Workplace application assignments allow learners to put their new learning to use on the job. Under the guidance of mentors, and with access to performance and wellness support, learners hone their skills and add value.


X Change

Learners attend facilitator-led sessions, either in class or online, to share their learning and refine their skills in a safe environment. Collaborative activities and peer feedback build learning synergy and allow learners to master specific skills.


X Cel

Each learner's progress is measured against assessment criteria through formative and summative assessment. Final examinations and presentations are used to obtain an accurate picture of overall understanding and mastery of the content.

Qualification Outline

Knowledge Modules

ID	Title	Level	Credits
KM-01	Emotional Intelligence and Active Learning	2	3
KM-02	Basics of Computers and Computing Systems	2	3
KM-03	Ethics and Basic Business Principles	3	3
KM-04	Principles of General Health, Fire Safety, and First Aid	3	4
KM-05	Principles of Business Communication and Customer Service	3	4
KM-06	Introduction to Transport and Logistics	3	12
KM-07	Legislation and Quality in Freight Handling	3	6
KM-08	Receiving, Verification, and Allocation of Freight	3	5
KM-09	Storage and Control of Stock and Picking of Freight	3	5
KM-10	The Reconciliation and Dispatching of Freight	3	8

Practical Modules

ID	Title	Level	Credits
PM-01	Prepare for the receiving of freight and verify freight	3	2
PM-02	Allocate freight	3	2
PM-03	Store freight	3	2
PM-04	Pick freight	3	2
PM-05	Reconcile freight	3	2
PM-06	Dispatch freight	3	2

Work Experience Modules

The focus of the work experience module is to provide the learner an opportunity to conduct Freight Handling processes under the supervision of a workplace mentor.

ID	Title	Level	Credits
WM-01	Processes for Receiving, Verifying and Allocating Freight	3	19
WM-02	Processes for Storing and Picking Freight	3	19
WM-03	Processes for Reconciling and Dispatching Freight	3	13

The Greatness Effect